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**DEPARTMENT OF THE AIR FORCE
HEADQUARTERS 100TH AIR REFUELING WING (USAFE)**

Welcome to RAF Mildenhall!!

As the Base INTRO Manager I and the rest of the RAF Mildenhall INTRO team would like to take this opportunity to convey our warmest welcome to you and your family. Whichever unit you are assigned to we at team Mildenhall will endeavor to make your transition as smooth and stress free as possible.

I am the focal point for the RAF Mildenhall Sponsorship program and in this capacity I will strive to ensure that you are assigned a sponsor in a timely manner, receive a sponsor package and that your sponsor assists you as much as possible.

On your first duty day your sponsor will escort you to the Commanders Support Staff (CSS) to start your in processing. Your CSS will schedule you for all your mandatory Base In Processing Briefings which include Housing, 3AF Drivers Training, Family Support Center, Health and Wellness, Base Overseas Orientation, Base Newcomers Medical and Pre deployment.

I look forward to meeting you in the not too distant future and in the interim if you should find that you have not been assigned a sponsor or are encountering difficulties with your sponsor please contact me via email at Stephen.Bain@Mildenhall.af.mil or by phone DSN: 238-5764, Commercial: 011-44-1638-54-5764.

Sincerely

//Signed//

STEPHEN B. BAIN, MOD
Base INTRO Manager



DEPARTMENT OF THE AIR FORCE HEADQUARTERS 100TH AIR REFUELING WING (USAFE)

WELCOME TO MILDENHALL!

We would personally like to welcome you to RAF Mildenhall. Whether you are assigned to the 100th Air Refueling Wing or one of our partner units, we believe this will be both a rewarding and enjoyable assignment for you.

Prior to your PCS, we recommend you visit the Relocation Team at your current Family Support Center (FSC) for information to assist you in your move to England. This information may be in the form of a class, a briefing or data from Air Force Crossroads, www.afcrossroads.com or you can visit our Family Support Center by email at famsupp@mildenhall.af.mil.

Upon arrival at RAF Mildenhall Passenger Terminal, members of the Family Support Center will be on site to greet you and assist you in locating your sponsor. Once you are settled in we have some great classes for you and your family. The Base INTRO Manager will schedule you for a Family Support Newcomer's Briefing.

We will assist you with any needs you may have as you settle into your community. Assistance specifically related to our newcomers includes some of our FSC classes:

Welcome To Britain: Understanding local customs, the people and of course the country. Learn about Ireland, Scotland, and London. Your day to ask questions, meet new friends and enjoy a cup of tea, relax, and soak in the British culture.

Norwich Bus Trip: Spend a day with us in the beautiful city of Norwich. Newcomers can sign up to visit the 12th century Norwich Castle, the shopping mall, and the beautiful Norwich Cathedral that was built in 1096. It's a great day out for the family, it's on a Saturday, and it's absolutely free!

Tea Time: Every Thursday morning from 0900-1000 our newcomers are invited to come in and have a cup of tea and snacks and learn about what's happening on the base, and whatever you would like to talk about.

Parents and Tots: Every Thursday from 1000-1100, enjoy adult conversation, fun and tips from other parents as your child plays with other children. A great way to meet people when you arrive.

Family Services Loan Closet: While you are waiting for your household goods, we have pots, pans, dishes, linens, irons, ironing boards, toasters, coffee makers, and more. Bring in one copy of your orders and we will take care of the rest.

Spouse Employment: One of the first things spouses are concerned about is where they can find work. Make an appointment with our Career Focus Manager and learn about employment on base and the local community.

We will assist you with any questions you may have concerning RAF Mildenhall, the local community or the United Kingdom. You can contact us at 01638-543406 or DSN 238-3406. If you are calling commercial you can reach us by dialing 011-44-1638-543406. Please don't forget to check out Air Force Crossroads and "Welcome to Mildenhall!"

Sincerely

Mr. Hugh Henry-Pierre
Relocation Manager

Installation

As the host wing commander, it is my pleasure to introduce you to RAF Mildenhall! For more than 50 years, this base has been a critical enabler of the projection of American Airpower "anytime and anywhere" it's been required. We've got a large and diverse team here at RAF Mildenhall, consisting of the 100th Air Refueling Wing and six partner units. This robust team provides air refueling, special operations, mobility, intelligence, and reconnaissance support across the European theater.

The history of the base began in 1934, when the British government opened RAF Mildenhall as a bomber base in response to the growing threat on mainland Europe. Following WWII, at the request of the British government, the U.S. Air Force arrived at Mildenhall in 1950 and has maintained a permanent presence here ever since.

RAF Mildenhall members are extremely active in the local community and volunteer heavily in schools, sports, and service organizations. If you're interested in becoming active and making a difference in your community, I encourage you to contact the 100th Family Support Center to find out how to get involved.

We're always happy to tell the RAF Mildenhall story, so if you'd like to learn more, please contact our base public affairs office. Welcome, we're glad you're here!

Must Know Items

PHONE USE

Calling England:

England is 5 hours ahead of Eastern Standard Time in the US. When dialing a commercial number you will dial 011, then the country code-44, a 4 digit area code-xxxx, and then the six digit number-xxx-xxx. If you see a five-digit area code with a 0 as the first number you will drop the zero and just use the last four digits. For example, 01638-555-555, you would dial 011-44-1638-555-555. You can make DSN calls to the base by calling 314-238-XXXX. Again keep in mind the time difference. This can be frustrating, and makes contact with your sponsor challenging, email may be the best solution.

American Phone Use:

You can bring and use American phones here, but you will need to purchase an adaptor, which can be bought at a local electrical store or the BX. However, Cordless telephones manufactured for use in the United States and Canada operate in a different frequency range than cordless phones are allowed to use in the UK and Europe. While your U.S. cordless phone may seem to function normally, you could be interfering with the radio frequencies used by local emergency services every time you use the phone. To prevent disruption of emergency services communications, the European Union passed directives in 1998 and 1999 banning the use of all cordless telephones not designed to operate on approved UK and European frequencies. Store all US cordless phones and if you prefer to use a cordless phone approved models are sold in the BX and through local merchants.

INTERNET COMPUTER SUPPORT

MILDENHALL BOB HOPE COMMUNITY CENTER (Building 404)

Telephone Commercial: 01638 542579

DSN: 238 – 2579

On base just dial the extension 2579

12 Computers available

Restrictions: Must be a valid ID card holder and a minimum 16 years old.

Hours: Monday – Friday 0700 – 2300

Saturday – Sunday 1200 – 2300

MILDENHALL FAMILY SUPPORT CENTER (Building 460)

Telephone Commercial: 01638 543406

DSN: 238 – 3406

On base just dial the extension 3406

3 Computers available

Restrictions: Spouse only, must be a valid ID card holder and a minimum 16 years old

Hours: Monday – Friday 0700 – 1630

MILDENHALL LIBRARY (Building 425)

Telephone Commercial: 01638 542352

DSN: 238 – 2352

On Base just dial the extension 2352

20 Computer available

Restrictions: Must be a valid ID card holder and minimum 16 years old

Hours: Monday – Thursday 1000 – 2100

Friday 1000 – 1900

Saturday – Sunday 1200 – 1800

The following information is applicable to all active duty members, civilians and their families:

Stateside Hire Civilians See category: "Employment", related subjects: "Government Employment" for more specifics on your entitlements.

MAIL: The temporary/general delivery mailing address for Mildenhall is:

NAME

SQUADRON

PSC 37 GENERAL DELIVERY

APO AE 09459

All active duty and DOD civilian personnel can obtain a box number before they arrive by sending a copy of their orders to their sponsor.

All TDY personnel should go to the Customer Service Desk at the Post Office as soon as possible after they arrive so that a General Delivery File can be set up for them.

The Military Postal System provides most of the same services as the United States Postal System, but you may expect your mail to take a bit longer to be delivered because of the extra distance it must travel. Priority packages and letter-class mail arrive in approximately 8 days. Magazines and surface mail may take 30-35 days. Express mail service may be purchased for delivery to CONUS in 3 days. Delivery confirmation is not yet available at Air Force post Offices. For complete guidance, please see USAFE Pamphlet 33-102.

"Give Parents A Break" Due to the stress related to moving, free childcare is available on Saturdays for a five hour block of time (paid for by Air Force Aid Society). To get the necessary form, available dates and/or more information, stop by the front desk at the Family Support Center, Bldg 460, just behind the Billeting Office.

ARRIVAL AND CHECK-IN REQUIREMENTS:

(See major category "Relocation Services" related subject "PCS Report Procedures".)

Most people arrive in the UK on AMC Contract Flights that fly into RAF Mildenhall. If you fly in on a commercial flight, you will arrive at Gatwick Airport (approx 115 miles from RAF Mildenhall), or Heathrow Airport (approx 110 miles from RAF Mildenhall).

Members from the Family Support Center meet the plane at the Mildenhall terminal and will help you find your sponsor, your luggage and anything else you need. Please ensure you contact your sponsor of your arrival date and time. The Road Traffic Act requires all vehicles registered in the UK to possess two registration (license) plates. Those that do not can be fined. Don't forget to hand carry your stateside license plates with you. You will put your stateside plates on your POV until your vehicle meets the requirements to get your British license plates. Also check your driver's license prior to your departure to ensure they will not expire while you're in the overseas area.

Passport Information - An added benefit of a USAFE assignment is the ability to travel in Europe and see sights that many people spend a lifetime just dreaming about. Your MPF will ensure that members and their families have the appropriate documents to entry the country where they will be assigned. If you wish to travel while assigned in Europe it is recommended (not mandatory) that you and your family acquire tourist passports (at your expense) before coming to Europe. Your tourist passport will ensure you can travel freely to all European countries. A no-fee passport will not allow entry into some European countries. Also please remember if your family members do not have a passport they will not get into the country.

Please note that civilian clothes should be worn when flying into Heathrow or Gatwick Airports.

Upon arrival at Gatwick or Heathrow: Process customs, this may involve a long wait. Shuttle bus service is provided to RAF Mildenhall. If you have trouble locating the area to catch this shuttle, stop by the Information counter in the airport and they will direct you.

TAXI CHARGES WILL NOT BE REIMBURSED UNLESS YOU ARE AN O-6 (OR ABOVE) OR THE SHUTTLE BUSES HAVE ALREADY DEPARTED.

See "Transportation" for further info.

There will be some circumstances, however, when shuttles will not meet traveler's needs. In these cases contact TMO Passenger Section DSN 238-2061/4870/2929/5145 or commercial 01638-542061 to assist with travel arrangements. If you know that your plane will not coincide with the free base shuttle bus, then TMO can order a taxi from a commercial airport BEFORE you

PCS. This came into effect in December 2002. In order for the taxis to be booked, TMO will require a copy of the inbound member's orders along with the following information:

Rank

Last/First Name

Sponsor Duty Phone

How many people

Estimate of amount of luggage (So TMO can send the appropriate size vehicle)

Day of arrival

Time flight is due to land

Airline

Airport due into (to include terminal number)

Flight number of the plane arriving in the UK

There is no shuttle bus service from Stansted Airport to RAF Mildenhall. Personnel arriving Stansted TDY should have TMO make advance taxi arrangements (as outlined above). To arrange a taxi, FAX all of the above information (including PCS orders) to TMO Passenger Section, or have the gaining organization bring information to make the arrangements (DSN FAX 238-2250 or Civ 011-44-1638-542250).

A 10-day advance payment for billeting is now required upon check-in. This will enable you to process your advanced TLA with the Housing office. If 10-days advance payment could be a hardship, please consider applying for a government credit card in advance to your PCS, the card is transferable.

For **TEMPORARY LODGING** see major section "Relocation Services" related subject "Billeting".

CHILDCARE INFORMATION is available under the major section "Child and Teen Services" related subjects "Child Development Programs - On Installation" and "Child Development Programs - Community".

PET INFORMATION is located in the major section "Relocation Services" related subjects "Pet Boarding", "Licensing", "Quarantine", "Veterinary Services" and "Pet Transportation" and the Pet Travel Scheme (PETS) Although the Pet Quarantine was lifted on 11 DEC 02, we **STRONGLY** advise you to plan for 6-month quarantine prior to your arrival. If you follow all of the guidelines, you may get your pet released before the 6 months are up. At best, your pet can bypass quarantine entirely.

COST OF LIVING information can be found in the major section "Relocation Services" related subject "Financial Preparedness"; "HOUSING" all related

subjects; and "SURVIVAL TIPS FOR FIRST TERMERS". You can check the United Kingdom briefing if you are thinking about buying a home in the UK.

IMPORTANT INFORMATION ABOUT THIS BASE

COMMAND SPONSORSHIP-Dependents must have medical and educational clearance approval prior to them being command-sponsored dependents. Check with your local MPF Outbound Assignments Unit for additional information.

CURRENCY:

The currency used in the UK is pounds or sterling. The pound is divided into 100 pence. Paper money comes in 5, 10, 20, or 50 notes. Pence (similar to what we call coins) are 5, 10, 20, or 50 or the 1 or 2 pound coin. Money can be exchanged from dollars to pounds (or vice versa) at the bank, credit union or clubs on base (with membership).

Please note that facilities listed in the "At a Glance" section include those located at RAF Lakenheath, which is only 5 miles away.

UK NEW DRIVING OFFENSE LAW:

Effective 1 December 2003, it will be an offense in the United Kingdom to use a hand-held phone, or similar device, when operating a motor vehicle. The penalty is a minimum 30 pound sterling fixed penalty or up to 1,000 pounds sterling upon conviction in court. It is expected that penalties will increase in the future. The minimum penalty could soon increase to a minimum of 60 pounds sterling for the first offense. The regulations apply to "hand-held-phones or similar device" (Cell Phones are hand held devices).

INTERIM GUIDANCE ON NEW UNITED KINGDOM (UK) VISA REQUIREMENTS:

The United Kingdom has enacted new immigration regulations that require visitors to the UK for more than 6 months to obtain entry clearance prior to traveling to the UK. The new rules came into force on 13 November 2003, but a 2 month "grace period" is in effect until 13 January 2004, during which time the new rules will not be fully enforced. While the new rules exempt active duty military personnel, they do apply to military dependents, as well as civilian personnel, contractors and their dependents.

While specific guidelines and procedures have been under discussion and remain subject to change, all individuals subject to the new entry clearance requirements must comply with them or they will be denied entry to the UK after 13 January 2004. As of now, all non-active duty DOD-affiliated personnel assigned to the UK for more than 6 months must apply for entry clearance to the visa section of the British Consulate serving their geographic area prior to

traveling to the UK. Information on British Consulates worldwide may be found on the UK Visas web site at. Select "Contact Us", and then "UK overseas Missions" to find the British Consulate for the country where you are located.

The required form for entry clearance is the "Non-Settlement Form (VAF1 2003)". This is a very lengthy form that must be accurately completed in its entirety. Personnel offices (MPF) should maintain a supply of these forms for the use of assigned personnel, type "MEMBER OF US VISITING FORCES" in bold caps on top of the front page of all applications, and provide the appropriate mailing address for their servicing British Consulate. Military personnel offices may "batch" applications from assigned personnel and submit them on behalf of their personnel to the appropriate British Consulate for their area via courier (Fed Ex, Express Mail, USPS, etc).

For the US, a single British Consulate has been designated as the main processing center for applications for each section of the country. Applicants east of the Mississippi River should submit applications to the British Consulate in New York at 845 Third Avenue, New York, NY 10022, Telephone:(212-745-0200). Those living west of the Rocky Mountains will submit their applications to the British Consulate at 11766 Wilshire Boulevard, Suite 1200, Los Angeles, CA, 90025-6538, Telephone:(310-481-2900). Finally those living in between those two areas will be serviced by the Chicago Consulate at the Wrigley Building, 400N Michigan Ave, Suite 1380, Chicago, IL, 60611, Telephone: (312-970-3854). More information on British consulates in the United States may be found online at. Personnel officers in the Military Personnel Flight (MPF) must insure required no-fee passports are obtained as soon as personnel assignments to the United Kingdom are identified, as passports are required to be submitted to the British Consulate along with the applications for entry clearance. Processing of entry clearance is expected to take less than a week for "routine" applications, but may take as long as 45 days.

Please note that a fee is required for each family member who requires an entry clearance. This fee is expected to be 75 pounds sterling (approximately \$125 at the current exchange rate), payable in local currency, plus a \$16 fee for mailing costs. All personnel should contact the local British Consulate visa section for the exact fee owed. Personnel who must obtain entry clearance for themselves and/or their dependents may file for reimbursement of these fees on their travel voucher when they arrive at their new permanent duty station in the UK. Civilian employees must have a transportation agreement to claim for reimbursement under the Joint Travel Regulation (JTR). Military Personnel Flights outside the United Kingdom should contact the gaining Military Personnel Flight office in the UK with any questions concerning the new immigration requirements.

UNACCOMPANIED HOUSING POLICY: The new Unaccompanied Housing Policy implementing the CORONA South 03 decision requiring unaccompanied personnel in the ranks of Airman Basic through Senior Airman with less than three years service to live in the dormitories. This policy takes effect 1 January

2004 and will be used until December 2004 when the Air Force Instruction 32-6005, Unaccompanied Housing Management, is expected to be updated. The Dormitory Master Plan (DMP) will program/prioritize room requirements for unaccompanied E1-E3s and E4s with less than 3 years service (YOS) as its core requirement. For more information call the Dormitory Management Office.

--Installation--

Site Name	RAF Mildenhall
Country	United Kingdom
County	
ZIP Code	09459
Service	USAF
Host Command	Royal Air Force (RAF)
Physical Size	1121

--Phones--

DSN Country Code	238-
DSN Number	3406
Commercial Country Code	44-
Commercial Area Code	1638-
Commercial Number	543406
FAX DSN Country Code	238-
FAX DSN Number	3514
FAX Commercial Country Code	44-
FAX Commercial Area Code	1638-
FAX Commercial Number	3514

--Official Mailing Address--

Street Line 1	100 MSS/DPF
Street Line 2	Unit 4925 Box 280
City	
Overseas P.O.	APO AE
ZIP Code	09459-5280

--Deliverable Address--

Street Line 1	100 MSS/DPF
Street Line 2	RAF Mildenhall, Bury St. Edmunds
City	Suffolk
State/Territory	
ZIP Code	IP28 8NG
E-Mail	Famsupp@mildenhall.af.mil

Geographically Separated or Satellite Locations

For more information on this subject:

Air Force Crossroads <http://www.afcrossroads.com>

GEOGRAPHICALLY SEPARATED OR SATELLITE LOCATIONS

GEOGRAPHICALLY SEPARATED UNITS (GSU):

STAVANGER, NORWAY

Information on Stavanger Norway can be downloaded through SITES or from Air Force Crossroads. (Look under Norway)

RAF CROUGHTON POC: Elizabeth Harrison, DSN:236-8716

Information on RAF Croughton can be downloaded through SITES or from Air Force Crossroads. (Look under United Kingdom)

RAF FAIRFORD: POC: Bonnie Little DSN:247-4887

Information on RAF Fairford can be downloaded through SITES or from Air Force Crossroads. (Look under United Kingdom)

RAF DIGBY

Welcome to Digby, home of Detachment 1 488th Intelligence Squadron (IS). The Detachment is a Geographically Separated Unit (GSU) of Royal Air Force (RAF) Mildenhall. It is a 12-man Air Intelligence Agency (AIA) unit supporting the Joint Service Signals Unit (JSSU) located at RAF Digby.

RAF Digby is located in the heart of Lincolnshire, a rural county of small quiet villages, a few small towns, and of course, the city of Lincoln itself. Lincoln is a small city of about 75,000 with good shopping, a castle, a cathedral, and numerous tourist attractions. We are about 90 miles northwest of RAF Mildenhall and RAF Lakenheath, 60 miles north of RAF Alconbury and RAF Molesworth, and about 100 miles south of Menwith Hill Station.

MISSION:

Det 1 488IS provides analytic and linguistic technical expertise to JSSU, a British Forces communications and electronic research and development facility. The detachment assists in trials, monitoring and reporting in peacetime, crisis, and wartime operations. It provides services in support of British and U.S. defense and other governmental departments, European theater commanders, and national command authorities.

HISTORY:

The unit was first established as Operating Location DB, 6950th Electronic Security Group (AFIC), on 15 June 1993. It was redesignated OL-DB, 450th Intelligence Squadron (AIA) in October 1993, and was activated as Det 1 488IS on 1 July 1994.

THE DETACHMENT TODAY:

The Detachment is commanded by a USAF officer, with operational control of detachment personnel exercised by the Officer Commanding JSSU. Detachment personnel work alongside Royal Air Force, British Army Signal Corps and Intelligence Corps, and Royal Navy counterparts in analytic and linguistic functions. They work in several areas of JSSU operations as Unit Air Intelligence Officer, Deputy Principle Reporting Officer, and Technical Reporter.

HOUSING:

Housing is available on RAF Digby. It is managed by the British Defense Housing Executive (DHE). In contrast to American base housing, you pay a monthly rent plus utilities. However, the cost is minimal and well below rent amounts on the economy. You still receive a Moving in Housing Allowance (MIHA) and Overseas Housing Allowance (OHA) if you reside on RAF Digby. The current price for a three bedroom place on base is approximately 120-145 pounds (about \$195-235), while off-base it's about 350-500 pounds (about \$570-815). If you would like to be put on the base housing list once you receive your PCS orders, fill out the application (contained in your sponsor package) and mail or fax it to the DHE office.

SHIPPING YOUR VEHICLE:

Your local Transportation Management Office (TMO) will tell you all you need to know about shipping your vehicle. Your vehicle will probably arrive at the port of Felixstowe and be ferried to a privately owned vehicle processing center at Brandon (near RAF Lakenheath). (See "POV In-Bound Shipments" in this SITES package.) The TMO here will fill you in on all the necessary procedures for recovering your vehicle. You will need your shipping documents, registration, and proof of automobile insurance to pick-up your vehicle. Check with your current insurance company to see if they provide insurance in the U.K. GEICO and USAA are examples of two companies that provide insurance for service members in the U.K.

REGISTERING YOUR VEHICLE:

Base Pass and Registration at RAF Mildenhall will provide you with further details on registering your vehicle in the U.K. Some minor adjustments may be necessary to your vehicle to pass the annual Ministry of Transport (MOT) vehicle

inspection. (See the "Regulations" section in this SITES package.) In order to register your vehicle, you will need your Original Foreign Registration Document, Original British Insurance Certificate or Cover Note, Customs Forms, and MOT Certificate (for vehicles over 3 years old) or Provisional MOT Certificate (for vehicles less than 3 years old). It is also mandatory to attend the Local Conditions Driving Course within 15 days of your arrival to obtain your USAFE Driver's Permit. Classes are held at RAF Lakenheath on Mondays and Wednesdays at 1300 hours and at RAF Mildenhall on Fridays at 0800.

MEDICAL/DENTAL:

The nearest U.S. medical facility is the USAF hospital at RAF Lakenheath and is available for both active duty and dependents. Active duty members can use the facility located on RAF Digby for routine care. Dependents are covered by the British National Health Service (NHS) and therefore routine health care can easily be taken care of in the local area if you so desire. Once you arrive, you will also be enrolled in the Tricare-Europe health care program and you can use the general practice that covers your area.

SCHOOLS/EDUCATION:

There are no Department of Defense Dependents' Schools (DoDDS) available at RAF Digby. There is an outstanding primary school (ages 5-11) on camp called Tedder County Primary School. Most of the local towns and villages also have schools free of charge. The schools are on par with stateside schools, and most children adapt very well. For high school age children we recommend to have them attend a DoD school at either RAF Lakenheath or RAF Alconbury, where the students are boarded at no cost to the service member. Local boarding schools are also an option, but the quality and cost vary considerably. Also available are private schools, but they tend to be expensive. British schools start in late August/early September and finish in June or July. A pre/post school "Kids Club" is available at RAF Digby to provide supervised activities before and after school to cover normal day shift hours.

For those pursuing upper-level education, several American branch Universities are available at the larger U.S. bases, including the University of Maryland and City Colleges of Chicago. These programs offer Associate, Bachelor, and Master degrees in a variety of areas. Self-pace and video courses are also available. There are also opportunities to attend some of the local British Universities. For more information contact the RAF Mildenhall Education Office.

BASE FACILITIES and SERVICES:

There are no American facilities located on RAF Digby. The nearest commissary and BX are at RAF Alconbury. On camp, there is a small convenience store

called the SPAR. In agreement with the RAF, some support services are available for official needs.

Temporary loaner furniture from RAF Feltwell (near RAF Lakenheath) is available until your household goods arrive. Appliances from Feltwell such as refrigerators, washers, and dryers and two trans-formers are also available for the length of your tour. These appliances are both American (110 volts) and British (240 volts). There is no 110 volt power available, so any American equipment you bring will have to run off transformers.

Nearby Installations

State/Country	Site Name	Service	Distance
United Kingdom	RAF Alconbury	USAF	53 miles
United Kingdom	RAF Lakenheath	USAF	5 miles

Regulations

For more information on this subject:

3rd Air Force Driver's Guide <http://www.roads.detr.gov.uk/roadsafety/index.htm>

Driving in the United Kingdom

It is mandatory that you attend the 3rd Air Force Driving Briefing within 10 days from your arrival. Please check the web site for the driving pamphlet.

Motorcycle Requirements

If you are a motorcyclist or think you might be interested in motorcycling while stationed in Europe, there are a few things you should know first before making any riding plans or financial obligations. You must complete a Motorcycle Safety Foundation (MSF) approved safety course in order to get the required motorcycle endorsement on your 3AF driver's license before you can ride your motorcycle in Europe. Courses for beginner riders are held at RAF Molesworth. Courses for experienced riders are held at RAF Molesworth and RAF Lakenheath. The frequency and availability of student slots are limited. You are highly encouraged to attend one of these safety courses the MSF offers at your stateside location prior to PCSing here to avoid any unnecessary delays in licensing. See your base safety office for details.

Vehicle Inspection (Ministry Of Transportation)

What is an MOT? The MOT is a bumper to bumper safety test. It is very involved and complex and is not an easy test to pass. The MOT test itself takes about 45 minutes and the cost is about 26 or its dollar equivalent at the going rate. The MOT applies to all vehicles more than 3 years old. The MOT certificate is good for 12 months and then must be retested. You must have an MOT test and have passed in order to drive on British roads.

What should the guidelines be when deciding whether or not to bring an older vehicle to the UK? The general rule is if you don't think your car will pass this test, it might be a good idea to consider the cost and length of time it would take to get the parts to repair it (generally from the States). A good rule of thumb is any car 10 years or older, unless a classic, would be best left in the States.

THE LIGHT REQUIREMENTS FOR THE MOT ARE VERY EXTENSIVE!

- All vehicles built after 1 April 1981 must have a fog light, mounted at the rear of the vehicle, centered to the right hand side of the vehicle. Also, the light control switch must light up when the fog light is on and must be seen from the driver's seat.

- Parking lights must be white, not amber.
- The headlights in the UK are angled differently than in the States because of driving on the other side of the road. It is suggested that the re-aiming of your lights be done when you arrive in the UK.
- All vehicles built after 1 April 1986 must have a side repeater. A side repeater is a separate turn signal in the fender that can be seen from the driver side door. In most cases this means drilling holes in the fender of approximately 3/4 inch. Wraparound lights may substitute for the side repeater in some models.
- All rear turn signals must flash amber, and must not adversely affect any other light (brake light, parking light). Very few American vehicles meet the standards for light requirements in the UK. The price for a light conversion costs from \$185 - \$250.

Name: Fishing and Boat Licenses

Address: Cobham Road

City: Ipswich

Phone: 01473-727712

Comments: A National Rivers Rod License is required to fish. This license may be purchased in the local area at a British Post Office. To obtain a boating license, you will have to check in the area you are planning to use the boat. The cost for this license (permit) will depend on the length of the craft, engine size and the type of craft.

Name: Hunting License

Address: near the Brandon Gate, Bldg 777

City: RAF Lakenheath

Phone: 011-44-1638-522368

DSN Phone: 226-2368

Comments: To obtain a hunting license to hunt in the UK please contact the Rod and Gun Club for further information.

Please note: The United Kingdom has very strict gun laws. Certain types of shotguns have now become illegal in the United Kingdom and others require a firearms certificate which is much more difficult to obtain than a shotgun license. Automatic shotguns are now totally illegal, semi-automatic/pump action shotguns that can hold more than two cartridges in the magazine now require a firearms certificate. To obtain further information, please write HMCE, Kings Lynn, Norfolk PE30 2ET, or FAX 011-44-1553-767140.

Name: Pass and Registration

Address: Bldg 440

City: RAF Mildenhall

Phone: 011-44-1638-542876/2702

DSN Phone: 238-2876/2702

Comments: Hours: 0730-1630 If your vehicle is over 3 years old you must obtain a Ministry of Transport (MOT) test from a local garage. A new requirement for vehicles less than three years old is the Single Vehicle Approval (SVA). The SVA is a one time requirement on concession vehicles imported into the United Kingdom less than three years old. The MOT and SVA are similar safety inspections. On passing one of these tests, a certificate will be issued by the testing station. You will need to bring this certificate along with U.K. insurance certification or a cover note, U.S. or foreign registration document and the pink C and E 941 to Pass and ID. If you are driving in from another European location, you will not have to have the C and E 941.

Please note: Once you have picked up your vehicle from the port, you have 72 hours to initiate the registration process. If your vehicle is under 3 years old, it must be safety inspected at the base Auto Hobby Shop. The inspection certificate and documents mentioned above must be taken to Pass and ID.

Name: Wing Safety Office

Address: Bldg 521

City: RAF Mildenhall

Phone: 011-44-1638-542255

FAX: 011-44-1638-542530

DSN Phone: 238-2255

DSN FAX: 238-2253

Comments: Hours: 0800 - 1700 Drivers License - You must have a USAFE permit to drive in the UK. To obtain this permit, you must attend a briefing. This briefing is given by Wing Safety every Friday at 0800 at the Bob Hope Community Center; attendees are issued the USAFE Permit at the end. Please note that you must bring your military I.D. card and a valid stateside license or equivalent. Please ensure that your license is still valid before you arrive in the UK. You can prepare for the written test by studying the UK Highway code.

Commonly Referenced Numbers

All numbers are current but subject to change. If a number appears to be inaccurate, contact the base operator at CIV 01638-541110 or DSN 238-1110.

Commonly Referenced Numbers

Name	Commercial	DSN
American Red Cross	01638-542107	238-2107
BXtra Mall	01638-542805	238-2805
Command Post	01638-542121	238-2121
Community Bank	01638-542850	238-2850
Emergency Room	01638-524226	226-4226
INTRO Manager	01638-545764	238-5764
Keesler Federal Credit Union		
	01638-542686	238-2686
	Fax: 01638-543520	
Billeting	Res 01638-542655	Res 238-2655
24 hrs Frt Desk	01638-546001	
	Fax: 01638-543688	238-3688

E-mail: lodgemhz@mildenhall.af.mil

Major Unit Listing

100 Comptroller Squadron United States Air Force Europe (USAFE)
Commander 01638-544875 CSS 238-4875 Civ 01638-543178
DSN 238-3178

100th Air Refueling Wing United States Air Force Europe (USAFE)
Commander 01638-543262 CSS 238-3262 Civ 01638-542101
DSN 238-2101

100th Aircraft Maintenance Squadron United States Air Force Europe (USAFE)
Commander 01638-542833 CSS 238-2833 Civ 01638-543573
DSN 238-3573

100th Civil Engineering Squadron United States Air Force Europe (USAFE)
Commander 01638-545650 CSS 238-5650 Civ 01638-543551
DSN 238-3551

100th Communications Squadron United States Air Force Europe (USAFE)
Commander 01638-544335 CSS 238-4335 Civ 01638-543756
DSN 238-3756

100th Logistics Readiness Squadron United States Air Force Europe (USAFE)
Commander 01638-545472 CSS 238-5472 Civ 01638-542313
DSN 238-2313

100th Maintenance Group United States Air Force Europe (USAFE)
Commander 01638-544695 CSS 238-4695 Civ 01638-544698
DSN 238-4698

100th Maintenance Operations Squadron United States Air Force Europe
Commander 01638-542182 CSS 238-2182 Civ 01638-544698
DSN 238-4698

100th Maintenance Squadron United States Air Force Europe (USAFE)
Commander 01638-544065 CSS 238-4061 Civ 01638-543196
DSN 238-3196

100th Mission Support Group United States Air Force Europe (USAFE)
Commander 01638-542233 CSS 238-2188 Civ 01638-544500
DSN 238-4500

100th Mission Support Squadron United States Air Force Europe (USAFE)
Commander 01638-542848 CSS 238-3134 Civ 01638-542013
DSN 238-2013

100th Operations Group United States Air Force Europe (USAFE)
Commander 01638-542741 CSS 238-3706 Civ 01638-543269
DSN 238-3269

100th Operations Support Squadron United States Air Force Europe
Commander 01638-543642 CSS 238-3792 Civ 01638-543784
DSN 238-3784

100th Security Forces Squadron United States Air Force Europe (USAFE)
Commander 01638-542189 CSS 238-3154 Civ 01638-542876
DSN 238-2876

100th Services Squadron United States Air Force Europe (USAFE)
Commander 01638-543818 CSS 238-3819 Civ (only) 01638-714217

21st Special Operations Squadron Air Force Special Operations Command
Commander 01638-543294 CSS 238-4510 Civ 01638-544506
DSN 238-4506

321st Special Tactics Squadron Air Force Special Operations Command
Commander 01638-545189 CSS 238-2921 Civ 01638-543062
DSN 238-3062

351st Air Refueling Squadron United States Air Force Europe (USAFE)
Commander 01638-545250 CSS 238-5153 Civ 01638-545266
DSN 238-5266

352nd Maintenance Squadron Air Force Special Operations Command
Commander 01638-544838 CSS 238-4857 Civ 01638-544829
DSN 238-4829

352nd Special Operations Group Air Force Special Operations Command
Commander 01638-544674 CSS 238-4680 Civ 01638-544851
DSN 238-4851

488th Intelligence Squadron Air Intelligence Agency (AIA)
Commander 01638-542037 CSS 238-3103 Civ 01638-542237
DSN 238-2237

67th Special Operations Squadron Air Force Special Operations Command
Commander 01638-544458 CSS 238-4959 Civ 01638-544429
DSN 238-4429

727th Air Mobility Support Squadron United States Air Force Europe
Commander 01638-543264 CSS 238-2417 Civ 01638-543218
DSN 238-3218

7th Special Operations Squadron Air Force Special Operations Command
Commander 01638-545026 CSS 238-4800 Civ 01638-545377
DSN 238-5377

95th Reconnaissance Squadron Air Combat Command (ACC)
Commander 01638-542733 CSS 238-2429 Civ 01638-543649
DSN 238-3649

Headquarters, Third Air Force United States Air Force Europe (USAFE)
Commander 01638-542800 CSS 238-3134 Civ 01638-543525
DSN 238-3525

United States Navy Air Facility United States Naval Forces Europe
Commander 01638-543252 CSS 238-3641 Civ 01638-543697
DSN 238-3697

Transportation

Name: Airport Shuttle Bus Schedule

Address: Bldg 598

City: RAF Mildenhall

Phone: 011-44-1638-542929

DSN Phone: 238-2929

Comments: This is a free bus service for Active Duty and their family members. Please show copy of orders (or military ID for space available). Please note the following schedule: Depart AMC to Gatwick: 0530 and 0800 Departs Gatwick to AMC: 0930 and 1200 North Terminal (Coach Road) 1000 and 1230 South Terminal (Zone D) Travel time from Gatwick Airport to RAF Mildenhall is approx. 2-1/2 hours. Depart AMC to Heathrow: 0530 and 0800 Depart Heathrow to AMC: 1000 and 1230 Terminal 3 (Coach Area - Bays 9-14) Travel time from Heathrow Airport to RAF Mildenhall is approx. two hours.

Please note: There is no shuttle bus service provided from Stansted Airport to RAFM.

Name: Mildenhall/Lakenheath Shuttle Bus

Address: Behind Bldg 404/Bldg 459

City: RAF Mildenhall

Phone: 011-44-1638-544349

DSN Phone: 238-4349

Comments: Bus service to and from RAF Lakenheath base - Services are daily, inclusive of holidays. (Pick up point at RAF Mildenhall is behind the Bob Hope Community Center (Recreation Center), and the next to the Billeting Office. There is also bus shuttle service from RAF Lakenheath to RAF Feltwell. Pick up points for this shuttle service are at (RAF Lakenheath) near the gas station, at Bldg 956 the Billeting Office, and near the BX. Base shuttle services are free. A current schedule can be obtained at the Billeting Office:

Name: Military Taxi

City: RAF Mildenhall

Phone: 011-44-1638-542339

DSN Phone: 238-2339

Name: SATO

Address: Bldg 598 (Terminal Bldg)

City: RAF Mildenhall

Phone: 011-44-1638-542766

FAX: 011-44-1638-715249

DSN Phone: 238-2766

Comments: Hours: Mon-Fri 0800-1600 For official travel.

UK Drivers Training

Driving in the United Kingdom will be your biggest challenge while stationed here. For most Americans, this is your first time driving on the other side of the road. Driving here is a challenge and requires complete concentration by the driver. Your 3 Air Force Driving briefing has been designed to give you enough information to get in your vehicle and learn to safely drive in the United Kingdom. There are numerous driving schools available in the local area for a nominal fee. If you feel you need the additional training and are willing to pay for it out of your own pocket, the best place to find these schools is in the classified section of the base newspaper "The Marauder". The paper is distributed every Friday and lists several schools available in the local area. If you cannot find a suitable school in the paper you can always try looking on the Internet for driving schools in the United Kingdom. The majority of our new personnel are capable of taking the information listed in the 3 Air Force Drivers Training briefing and applying it to their individual driving abilities without additional help from a drivers training program. The choice is yours. If you take the time to learn the rules for the road and apply them, you should have no problems adjusting to the local area. We do highly suggest that you stay in the local area until you have mastered the rules in the local area. The bigger cities are extremely congested and driving in these cities is extremely nerve racking no matter how much experience you have. Good luck and remember to Think Safety First. Visit <http://www.thinkroadsafety.gov.uk>

Now the on-line Highway Code Book has all the road signs. Very useful information for your newcomers. <http://www.roads.detr.gov.uk/roadsafety/hc/index.htm>

Commissary & Exchange Operations

These record listings discuss commissary and exchange facilities at RAF Mildenhall and RAF Lakenheath.

Name: **AAFES Bookmark**

Address: Bldg 180

City: RAF Mildenhall

Phone: 011-44-1638-542599

Comments: Hours: Open daily 1000-1800Sells books, magazines, children's' videos, newspapers and language/audio cassettes.

Name: **AAFES Car Care**

Address: Bldg 511

City: RAF Mildenhall

Phone: 011-44-1638-713032

Comments: Hours: Mon-Fri 0730-1800, Sat 0800-1600Parts store.

Name: **AAFES Concessions**

Address: Bldg 163

City: RAF Mildenhall

Phone: See below

Comments: All Stores are open Mon-Sat 0900-2000; Sun 1000-1900Black Forest Clocks 01638-717783Black Knight Gift Shop 01638-712041Celtic Knot 01638-714511GNC 01638-515064London Trading Company 01638-717467Royal Worcester-Spode 01638-717941The Spanish Gift Shop 01638-510558Unicorn Gift Shop 01638-712138

Name: **AAFES Exchange - RELOCATED TO RAF FELTWELL WHILE BUILDING AT LAKENHEATH IS REMODELED**

Address: Bldg 998 at RAF Lakenheath

Phone: 011-44-1638-522996

DSN Phone: 226-2996

Comments: Hours: Mon-Sat 0900-2100; Sun 1000-1900The BX is the largest in the UK providing a wide variety of consumer items, ranging from clothing, electronics, and household goods to stationery, appliances, and health items.

Name: **Alterations**

Address: Bldg 163

City: RAF Mildenhall

Phone: 011-44-1638-510264

Comments: Hours: Mon-Fri 0900-1800, Sat 0900-1600

Name: **BXtra**

Address: Bldg 163

City: RAF Mildenhall

Phone: 011-44-1638-581200

DSN Phone: 238-1200

Comments: Hours: Mon-Sat 0900-2100, Sun 1000-1900 This facility sells hardware, sporting goods, garden items, outdoor furniture, toys and games.

Name: **Barber Shop**

Address: Bldg 163

City: RAF Mildenhall

Phone: 011-44-1638-542676

DSN Phone: 238-2676

Comments: Hours: Mon-Fri 0900-1800; Sat 0900-1700

Name: **Beauty Shop**

Address: Bldg 163

City: RAF Mildenhall

Phone: 011-44-1638-542977

DSN Phone: 238-2977

Comments: Hours: Mon-Fri 0900-1900; Sat 0900-1700

Name: **Commissary (Main Branch)**

Address: Bldg 1081 at RAF Lakenheath

City: RAF Lakenheath

Phone: 011-44-1638-522247

DSN Phone: 226-2247

Comments: Hours: Mon-Sat 0900-1900; Sun 1000-1800 The RAF Lakenheath Commissary serves both RAF Mildenhall and RAF Lakenheath communities. The store is large, modern and equipped with 12 cash registers to facilitate a quick check out.

Name: **Commissary Annex (RAF Mildenhall)**

Address: Bldg 127

City: RAF Mildenhall

Phone: 011-44-1638-542475

DSN Phone: 238-2475

Comments: Hours: Mon - Sat 1000-1900; Sun closed. RAF Mildenhall commissary is smaller than the main commissary on RAF Lakenheath, yet offers a wide selection of items as well as a delicatessen.

Name: **Dry Cleaner**

Address: Bldg 163

City: RAF Mildenhall

Phone: 011-44-1638-717906

Comments: Hours: Mon-Fri 0900-1800; Sat 0900-1700 Has a two hour service.

Name: **Furniture Store**

Address: Bldg 71 at RAF Feltwell

City: RAF Feltwell

Phone: 011-44-1842-827026

Comments: Hours: Mon-Sun 1000-1800 This facility is located at RAF Feltwell (which is approx 12 miles away from RAF Mildenhall). Here you will find American and some British furniture, appliances, area rugs and carpets. This store has a full line of brand name American furniture including bedroom suites, dining room sets, living room furniture and household appliances.

Name: **Shoppette/Gas Pumps/Class Six**

Address: Bldg 163

City: RAF Mildenhall

Phone: 011-44-1638-581200

DSN Phone: 238-1200

Comments: Open 24 Hours the Shoppette has regular drugstore type items as well as some food items. The Class VI is housed here also. ** Please note that only Ration Card Holders may purchase items from the Class VI section.**

Local Community

The United Kingdom (of Great Britain and Northern Ireland) is made up of a group of islands lying off the northwest coast of mainland Europe. The largest islands in the group are Great Britain (which consists of England, Scotland and Wales) and Ireland (which consists of Northern Ireland, or Ulster and the Republic of Ireland or Eire). The Republic of Ireland, although geographically part of the British Isles, is not part of Great Britain or the United Kingdom, but has, since 1922, been an independent nation.

ENGLAND is about the size of Utah, with a population of about 58 million. It is the largest of the countries forming the United Kingdom. London, the capital, is one of the largest cities in the world. The widely differing scenery of England includes lakelands, woodlands, moors, agricultural lands and large industrial towns, mainly in the North and Midlands.

EAST ANGLIA is the name given to the four counties of Norfolk, Suffolk, Essex and Cambridgeshire which together form the most easterly portion of central England.

RAF Mildenhall lies in the northwest corner of Suffolk.

LIVING IN A BRITISH COMMUNITY

If you decide to live on the economy you will quickly come across our famous, or perhaps notorious, British reserve. In practice, this is a reluctance to invade another's privacy, or to have our own privacy invaded. It has come about as a result of living in more crowded conditions than you have been used to in the States.

HOME DELIVERIES

Home deliveries are common in English villages. The milkman calls early in the morning seven days a week, and, in addition to milk, will often carry eggs, yoghurt, bread, juice and soda. The local fish and chip van may well call once a week to sell one of our most popular national dishes, freshly cooked.

SHOPPING

Most stores are open Monday through Saturday from 9am until 5:30pm. many family-run shops in small towns and villages close for lunch so that the whole family can eat together. The British lunch hour is typically from 1pm until 2pm and, in addition, every village has an early closing day once a week with shops closing for the day at 1pm. Ask your neighbors which day.

Smaller shops don't always supply bags, so get into the habit of carrying a few plastic shopping carriers around with you; it will save you the embarrassment of having to stagger home juggling an armful of individual purchases.

British post offices traditionally provide a larger variety of services for the public than their American counterparts, (though they close for lunch, when the majority of working folks might be expected to need their services)! In addition to handling mail and selling stamps they provide some or all of the following; 1. A variety of banking services 2. Bill payment facilities and budget plans; for example, you can buy a couple of 1 pound stamps toward the cost of your TV license or phone bill every time you use the Post Office, then when the bill comes in you're financially prepared. 3. TV licenses 4. Road Tax discs. 5. Driver's license application forms.

COMMUNITY RELATIONS ADVISOR

Your Community Relations Advisor, can be found in Wing HQ, and will be happy to help you with any queries you have concerning life in Britain.

Time Zone

Time Zone Chart

Location

Adjustment for GMT

Pacific	-8
Mountain	-7
Central	-6
Eastern	-5
Greenwich (United Kingdom)	0
Central European (Germany)	1
East Asia (Japan)	9

Climate

British weather is temperate. The average daytime temperatures are 35 degrees during the winter and 65 to 80 degrees Fahrenheit during the summer. Sweaters and jackets are generally the dress of the day.

Mildenhall experiences a wide variety of weather conditions. We record an average of 18 thunderstorms each year. The majority of these occur in the spring and summer months, but may occur at anytime of the year. We get some snow, averaging seven inches annually. In the winter months, it gets quite windy with speeds up to 65 knots. Black ice is also a winter hazard.

In the last 50 years, Mildenhall has never recorded a temperature lower than 5 degrees Fahrenheit. We do, however, experience an average of 48 days a year when the temperature dips below freezing. The average high temperature in the summer months is 70 degrees Fahrenheit with occasional high temperatures in the 80's. (For the past few years, in the summer, we have had a heat wave with temperatures reaching and staying in the 90s, compounded by a drought (no rain) and the lack of air conditioning in most facilities. There is a chance of similar weather in the future).

Please note that in the winter month's sunrise may not be until 0830 and sunset can be as early as 1530. On the other hand, the spring and summer daylight hours can be as early as 0400, with sunset near 2200

Climate

Month	High	Low	Humidity	Precipitation
Jan	44	30		100mm
Feb	47	32		80mm
Mar	52	32		75mm
Apr	56	46		75mm
May	62	48		90mm
Jun	70	55		90mm
Jul	80	58		105mm
Aug	77	56		107mm
Sep	68	47		90mm
Oct	54	42		109mm
Nov	50	40		125mm
Dec	46	32		90mm

Events Calendar

For current information on choices in London, check out "What's On In London", available at most newstands. Other resources are: Tourist Information Bureaus (annotated by a white sign with a blue "i"), more information is available through the Family Support Center-Relocation Assistance Program. Local libraries have automated databases with loads of information on activities and events. Don't forget to check out the Information Tickets and Tours on RAF Mildenhall and Lakenheath. After you arrive, check the "What's On Locally" bulletin board on the LAN

Below are listed some examples of monthly events held throughout Great Britain. Please note, some phone numbers provided are only "working" numbers during the planning and completion of the events. Each major city has an Information Center with free information about the surrounding area events.

Name: Shakespeare Theatre Season

Address: Royal Shakespeare Theatre, Swan Theatre and The Other Place,

City: Stratford-upon-Avon, Warwickshire

Phone: (01789) 295623

Comments: Date(s): Beginning in January. Shakespeare productions at the Royal Shakespeare Theatre and a selection of plays at the Swan and at Stratford-upon-Avon.

Name: Crufts Dog Show

Address: National Exhibition centre

City: Birmingham, West, Midlands

Phone: 0207-493-6651

Comments: Date(s): March. Championship Dog Show - over 100 breeds compete

Name: Jorvik Viking Festival

City: York, North Yorkshire

Phone: (01904) 643211

Comments: Date(s): February. A colorful festival with a Viking theme.

Name: Chelsea Flower Show

Address: Royal Hospital, Royal Hospital Road

City: Chelsea, London SW3

Phone: 0207-834-4333

Proximity to site: 75 miles

Comments: Date(s): May. Britain's major flower show with specially designed gardens and spectacular flower displays.

Name: Air Fete - Not scheduled in 2004 - runway refurbishing

Address: RAF Mildenhall Airfield

City: RAF Mildenhall, Bury St. Edmunds, Suffolk

Phone: 01638-543341

Comments: Date(s): May 2005. One of the largest air displays in the world which is organized by the military, and the best attended in Britain.

Name: **Horse Guards Parade**

City: Whitehall, London SW1

Phone: 0207-414 2357

Comments: Trooping the Color-The Queen's Official Birthday Parade Date(s): June. Colorful ceremony with music and pageantry during which Her Majesty The Queen takes the salute.

Name: **Royal Tournament**

Address: Earls Court Exhibition Centre, Warwick Road

City: London SW5

Phone: 0171-244-0244

Proximity to site: 75 miles

Comments: Date(s): July. Military display of skill and pageantry by the armed forces in aid of service charities.

Name: **International Air Tattoo**

Address: Royal Air Force Fairford

City: near Cirencester, Gloucestershire

Phone: 01285-713300

Proximity to site: 140 miles

Comments: Date(s): July. Held biannually, this is the world's largest military air display and includes flying demonstrations, military bands and exhibitions.

Name: **Edinburgh Military Tattoo**

Address: Edinburgh Castle

City: Edinburgh, Lothian

Phone: 031-225 1188

Comments: Date(s): August. Display of military color and pageantry held at night on the floodlit ramparts of Edinburgh Castle.

Name: **Braemar Royal Highland Gathering**

Address: Princess Royal and Duke of Fife Memorial Park

City: Braemar, Grampian

Phone: 01339-755377

Comments: Date(s): September. Kilted clansmen from all over Scotland tossing cabers, dancing and playing bagpipes; attended by members of the Royal Family.

Cultural Attractions

Below are listed some examples of cultural attractions in Suffolk County. There are over 40 museums, 500 medieval churches, numerous castles, gardens, historic houses and mills in this county.

Name: **Bury St Edmunds, Theatre Royal**

Address: Bury St Edmunds

Phone: 01284-769505

Proximity to site: 13 miles away

Comments: Restored late Georgian Playhouse featuring plays, pantomimes, concerts and other events year round.

Name: **Anglesey Abbey**

City: Lode, Cambridgeshire

Phone: 01223-811200

Comments: 13th Century Abbey and late Tudor house with sumptuous furnishings!

Name: **Duxford Airfield**

City: Duxford, Cambridgeshire

Phone: 01223-835000

Proximity to site: approx. 30 miles

Comments: Europe's top aviation museum with more than 140 historic aircraft and the largest American aviation section outside the USA. Summer shows are world famous.

Recreation Opportunities

You find beaches and lakes a short distance from the base. Most beaches are on the east coast.

Name: **Brandon Country Park**

City: Brandon

Phone: 01842 810185

Comments: Open daily throughout the year; Visitor Centre is open in the afternoons during the months of April-September Mon-Fri, 10-5pm and Sat-Sun 10-5:30pm; Oct-Mar opened Mon-Sun 10-4pm. 30 acres parkland with a lake; has a tree trail, forest walk.

Name: **Outdoor Recreation**

Address: Bldg 404 (Portacabin), next to the Community Center

City: RAF Mildenhall

Phone: DSN: 238-4283 Civ 01638-544283

Proximity to site: On base - Bldg PB09 (Next to CC)

Comments: Hours: 0900-1700 Offers deep sea and fresh water fishing trips, ice skating, skiing trips to Scotland and Europe, pony trekking, war games, spelunking, camping, rafting, sailing and sail boarding. Outdoor Recreation Supply also has the camping equipment to fit out your trip.

Name: **Playworld**

Phone: Civ 01449-674980

Comments: This centre is ideal for children under ten during inclement weather. An area with big soft play equipment caters for under-twos. There's a room full of inflatables for their older siblings, plus an adventure trail, which boasts a jungle hut with twin towers, scramble nets, two slides, a tumble tower, and a ticket-rope bridge. A mini-circuit with motorized bikes and cars provides thrills for the adventurous, and an aerial slide gives an exhilarating ride down a 45-foot track.

Name: **Riding Schools**

Comments: They're everywhere. The base is only a few miles from Newmarket, racing center of the UK. In addition to the usual services offered, riding stables also organize holiday activities for children. Taking a packed lunch with them, the children stay all day, riding twice during that time, and learning about stable work and animal care, playing games, swimming, going on field trips, and generally having a good time.

Military & Civilian Organizations

Name: Breckland Home Start

Address: Tanner St.

City: Thetford

Phone: 01842-765206

Comments: Hours: Tues-Fri 9-1 pm A volunteer organization. Understanding parents volunteer to give friendly, flexible support where needed. They will talk over your problems, help with shopping or play with the children.

Name: British-American Community Relations Committee

Address: Bldg 562

City: RAF Mildenhall

Phone: 011-44-1638-542254

DSN Phone: 238-2254

Proximity to site: On base - Bldg 562

Name: Citizens Advice Bureau

Comments: Mildenhall : 01638-712094,

Location : The Pavilion-Recreation Way Brandon : 01842-811511

Location : Old School House, Market Hill Newmarket : 01638-661694

Location : Foley Gate, Wellington St. Thetford : 01842-752777

Location : 15 Earls Street Usual Hours: Mon, Tues, Thurs 0930-1330. Can assist with consumer questions, divorce, education, tenant rights, financial problems, benefits regarding unemployment, pensions and disabilities, housing benefits and rate rebates, problems with landlords etc. Their services are free.

Shopping

Most stores are open Monday through Saturday from 9am until 5:30pm. many family-run shops in small towns and villages close for lunch so that the whole family can eat together. The British lunch hour is typically from 1pm until 2pm and, in addition, every village has an early closing day once a week with shops closing for the day at 1pm. Ask your neighbors which day.

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2. Bill payment facilities and budget plans; for example, you can buy a couple of 1 pound stamps toward the cost of your TV license or phone bill every time you use the Post Office, then when the bill comes in you're financially prepared.
3. TV licenses
4. Road Tax discs.
5. Driver's license application forms.

State & Community Social Services

ECONOMIC REALITIES - Life overseas can prove to be a financial hardship for some, due to limited employment and transportation, increased costs and being so far from home. It is important to plan, save and be aware that many resources you have come to expect in the U.S. are NOT available overseas.

The Department of Defense Women Infants Children Overseas Program (WICO) is available at Mildenhall. WICO is a nutrition education program that provides supplemental foods which promote good health for pregnant, breastfeeding and postpartum women, infants and children up to age five. For more information contact your WICO representative.

These are only a few of the agencies in the community that provide services to military families. The Information and Referral (I and R) program at the FSC maintains a database (FAMINFO) listing community agencies and programs. Call ext 3406 for more information.

Name: British Social Services- Headquarters

Phone: 01638 663438

Comments: Hours: Mon-Thurs. 0845-1720, Fri 0845-1620

Name: Department of Defense Women Infants Children (WICO)

Address: Building 954

City: RAF Lakenheath

Phone: 011-44-1638-529016

DSN Phone: 226-9016

Proximity to site: 5 miles

Comments: WICO is a nutrition education program that provides supplemental foods which promote good health for pregnant, breastfeeding and postpartum women, infants and children up to age five. Who is eligible? Pregnant women, breastfeeding women, women who have a baby less than six months old, infants and children up to five years old who: live in military community, are at nutritional risk, and meet our liberal income guidelines. WICO is free! Contact your local representative upon arrival.

Name: Mildenhall Social Services Dept

Address: 45 St Andrew's St.

City: Mildenhall 1P287-HB

Phone: 01284-763141

Comments: Hours: Mon-Fri 0900-1700; Fridays 0900-1600 Comprehensive family-based caring services for children, elderly, physically handicapped and mentally ill. This agency also has information on foster care, adoption, teen pregnancy, counseling services, workshops, meals-on-wheels, and child abuse prevention.

Non Profit Social Services

This listing represents a sampling of the numerous agencies in the area. For assistance with locating additional services or targeting a specific organization, contact the Information and Referral Program Manager at the Family Support Center at ext 3406.

Name: Suffolk Childcare Information Line

Address: The Roundabout Community Trust, Waveney Chambers, Waveney Road

City: Lowestoft, Norfolk NR32 -IBF

Phone: 01502-512058

Comments: Provides free information for parents on child minders, nannies, crèches, playgroups, play schemes, play days, after school clubs, toy libraries, mums and tots groups, nursery schools, childcare services, parent support groups, throughout Suffolk county, the county in which RAF Mildenhall is situated.

Religious Activities

For on-base religious activities see "Support Services - Chapel Services"

For additional off-base choices look in the Yellow Pages for your area, under "Places of Worship" and "Religious Organizations".

Community Transportation

See "Transportation" under "Installation" for info on airport shuttles.

Name: British Rail

Phone: 0345-484950 (billed as local call in UK)

Comments: Location: Local stations in Bury St Edmunds, Cambridge, Ely and Thetford.

Name: Bus Stations

Phone: 01284-766171

Comments: There is local bus service to Mildenhall Village, Brandon, Cambridge, Bury St Edmunds, London and Norwich. RAF Mildenhall Community Activity Center (Recreation Center) has schedules.

Education

CHILDHOOD EDUCATION:

Schools for minor family members of military and civilian personnel stationed in the United Kingdom are operated by the Department of Defense Dependents Schools, under guidance of the Director Office of Dependents Education, located in Arlington, VA. Our joint community schools are part of the new European Area with its logistics support headquartered in Wiesbaden, Germany, under the leadership of the Area Superintendent. The Lakenheath complex schools are part of the United Kingdom District. The District office telephone number is DSN 226-7251, civilian 01638-527251.

All of our DoDDS schools are accredited through the North Central Association of Schools and Universities (NCA) and also offer a wide range of extracurricular and sports activities.

Feltwell Bus Office: DSN 226-7332 CIV 01638-527331

Lakenheath Bus Office: DSN 226-2304 CIV 01638-522304

There are three basic avenues for educating school-age children while you are stationed at RAF Lakenheath or RAF Mildenhall they are Department of Defense Dependent Schools, British Schools or Home Schooling. The School Liaison Officer on RAF Lakenheath is available to provide support and information related to dependent education.

Name: 48 Mission Support Group School Liaison Officer

Address: Address: Unit 5185, Box 30, APO AE 09461

City: RAF Mildenhall

Phone: 011-44-1638-525077

FAX: 01638-525077

DSN Phone: 314-226-5077

DSN FAX: 226-5175

WWW Link: <http://www.lakenheath.af.mil/libertykids/index.htm>

or <https://wwwmil.lakenheath.af.mil/LibertyKids/m>

Tuition: See comments

Comments: DEPARTMENT OF DEFENSE DEPENDENTS SCHOOLS: The Department of Defense operates five schools serving members based at RAF Lakenheath, RAF Feltwell and RAF Mildenhall. There are no schools on RAF Mildenhall. These schools are part of the Isles District of DoDDS-Europe. The Isles District includes schools in Iceland, Belgium, Lajes, and Bahrain. Three schools are located at RAF Lakenheath: - Lakenheath Elementary School, (Sure Start, Pre-School Children with Disabilities, and K-3) - Liberty Intermediate School (4 and 5) - Lakenheath High School (9-12) RAF Feltwell, 11 Miles north of RAF Lakenheath, hosts two schools: - Lakenheath Middle School (6-8) - Feltwell Elementary School (K-5) All five schools are accredited by the North Central Association of Colleges and Schools (NCA). The NCA is also the accreditation

agency for 19 states ensuring the DoD schools are comparable to U.S. school districts. Tuition-free, space -required enrollment is limited to command-sponsored pupils. The child's name must appear on the sponsor's overseas travel orders as proof of command sponsorship. Others may be admitted on a space-available basis, either tuition fee-free or tuition paying. Families who intend to enroll their children in DODDS and who require school bus transportation should contact the school bus office to determine whether or not they are on a bus route prior to signing a lease for a house or apartment off base. Whether students K-5 attend school on RAF Lakenheath or RAF Feltwell is determined by the busing catchment area. Once the housing area and school zone are determined, the sponsor should report to the appropriate school office and complete the school registration forms. Registration for new students takes place year-round.

For more information on this subject:

Web Site for DODDS

<http://www.uk-dso.odedodea.edu/>

Adult & Continuing Education

Community Education Classes are held in local schools, usually during the evenings, these are very low cost classes subsidized by the local council, and range from tap-dancing through dressmaking, golf, languages (French, German, Spanish, Russian, Dutch, Italian, Japanese, sign language, and English as a foreign language) plus upholstering, researching your family history, marine navigation, guitar, and so on. Fees start at around 3 pounds per class, and you generally sign on for a semester (term) at a time.

Name: Haverhill Adult Centre

Address: Camps Road

City: Haverhill CB 9 -8HB

Phone: 01440-712177

FAX: 01440-712177

Proximity to site: 33 miles

Tuition: # 9 - # 99 per course

Comments: Offers day, evening and weekend courses in fitness, arts, crafts, dance and yoga.

Name: Mildenhall and Brandon Adult Education

Address: Mildenhall Upper School, Bury Road,

City: Mildenhall, Bury St. Edmunds, Suffolk

Phone: 011-44-1638-715001

Proximity to site: approx. 3 miles

Tuition: # 11 - # 99 per course

Comments: Hours: 1200-1430. Offers courses in art and photography, cookery, crafts, keyboard, office skills, dance, language, yoga etc. Saturday workshops are available.

Name: Newmarket Adult Centre

Address: Foley House, Wellington Street

City: Newmarket CB8 0-HY

Phone: 011-44-1638-660703

FAX: 011-44-1638-660703

Proximity to site: approx. 10 miles away

Tuition: L 9 - L 99 per course

Comments: Hours: 0930 - 1230 (Mon - Thur). Day, evening and weekend courses in art, dance, computer, crafts, cooking, yoga, gardening and self enrichment.

British Public Schools

According to the Status of Forces Agreement, American families are welcome to use British state (public) schools, and, in doing so, are bound by the same rules that govern the British. Families stationed at RAF Lakenheath and RAF Mildenhall has a choice of sending their children to the DoD Schools on RAFs Lakenheath and Feltwell, or sending them to a British school. Education in the UK is government run; each county has its own slight variations on the overall theme. Full time, free state education in the UK is mandatory for all children between the ages of five and sixteen, and that applies throughout Suffolk and Norfolk. In Cambridgeshire, however, many children can start regular school as soon as they've reached their fourth birthday if the school has room, so the next section on nursery schools may be superfluous for families living in that particular county.

Nursery school is the British term for pre-school. Since April 1998, the British government has agreed to provide a certain amount of free nursery education for four-year-olds. The government department known as OFSTED - the Office for Standards in Education - regularly inspects all nursery schools, whether private or state run. Those reaching the required standard are said to be 'OFSTED validated'. The government will pay for any four-year-old attending those particular schools to have five free half-day sessions of nursery education each week.

The Early Years Adviser in each of the county education offices keeps records of nursery schools that come within the scheme. Alternatively you can make direct contact with any nursery school you like the look of, in which case your first question should be "Are you OFSTED validated?"

Your child can, of course, attend more than five half-day sessions if the school has the space, but you must pay for the extra sessions yourself. USAFE families are welcome to use British state (public) schools, and, in doing so, are bound by the same rules that govern the British.

Americans tend to put their younger children into British primary (elementary) schools, while their older children go the high school on base. The US and UK college systems are very different, and the American high school is better able to prepare American teenagers for their own system.

Most British primary schools take children for full-time regular schooling at the beginning of the term (semester) in which they become 5 years old. We have run into problems in the past when Americans have put their children into British school at the age of 5, then withdrawn them on their 6th birthday and sent them to the DoDD Elementary school. The child often suffers a crisis of confidence, as the two systems operate quite differently.

If you withdraw your child from British school because you're not satisfied with the standard that, of course, is different. Under those circumstances you have every right to withdraw your child at any time. However, Americans seem to like the British system and many American children who've attended British schools are found to be ahead of their contemporaries when they finally rejoin the U.S. system.

The British school year is divided into three terms, autumn (fall), spring and summer. The weather doesn't permit us to have our children underfoot for three months every summer, so the longest holiday (vacation) is the six-week summer break. The children go back to school for the start of the new academic year around Sept. 3 for three months.

They then have a three-week Christmas break. They then return to school for three months until the three-week Easter break, then go back into school for the final term, which ends in the long summer break. In addition, each term is broken in the middle by a week's half-term holiday. It sounds complicated, but works out in practice as six weeks in school, one week out, six weeks in, three weeks out, and so on until the summer six-week break.

The school day typically begins at 9 a.m. and continues until around 3:30 p.m. The lunch break lasts from noon to 1:30 p.m., and the children have a choice of going home or staying for a hot lunch provided by the school for a small daily charge. They may take a packed lunch if they prefer, but all schools have guidelines as to what may be included in it. The morning and afternoon school sessions are broken up by a 15-minute playtime (recess).

Primary schools no longer insist on the strict uniform regulations of yesteryear, but they do like a certain uniformity of dress, so they may ask for children to wear, for example, grey skirts or pants and perhaps a white sweatshirt, or T-shirt in the summer, with the school badge printed on it, obtainable at low cost from the school.

Compulsory schooling takes place between the ages of 5 and 16, although some provision is made for children under 5, and many pupils remain at school beyond the minimum leaving age (continuing until 18). It should be noted that British schools observe British holidays, not American ones. School terms (3 per year) usually run from the second week in September to a week before Christmas, then commence again the first week of January until Easter, starting the summer term a week later and going on to mid-July. There is a week off school for half-term in each of the three terms.

The local school system (West Suffolk) is divided into a three-tier system: the primary (first) schools for pupils aged 5 to 9 years; middle schools for ages 9 to 13; and upper schools for 13 to 18 year olds. The neighboring counties of Cambridgeshire and Norfolk operate this system in some areas, as well as

schools which break at age 11 (primary 5 to 11 years, secondary 11 to 18 years). All schools maintained by the Suffolk Education Authority are comprehensive and mixed (boys and girls in the same school).

There is no statutory requirement to provide education for those children under the age of 5. A few nursery classes are attached to primary schools in the West Suffolk area but there are seldom enough places to go around. There are however several privately run nursery schools and informal pre-school playgroups.

Name: CAMBRIDGESHIRE COUNTY COUNCIL EDUCATION OFFICE

Address: Shire Hall, Castle Hill

City: Cambridgeshire CB3 0AP

Phone: 011-44-1223-717111

WWW Link: <http://www.camcnty.gov.uk/education>

Comments: Nursery school is the British term for pre-school. Since April 1998, the British government has agreed to provide a certain amount of free nursery education for four-year-olds. The government department known as OFSTED - the Office for Standards in Education - regularly inspects all nursery schools, whether private or state run. Those reaching the required standard are said to be OFSTED validated. The government will pay for any four-year-old attending those particular schools to have five free half-day sessions of nursery education each week. The Early Years Adviser in each of the county education offices keeps records of nursery schools that come within the scheme. Alternatively you can make direct contact with any nursery school you like the look of, in which case your first question should be Are you OFSTED validated? Your child can, of course, attend more than five half-day sessions if the school has the space, but you must pay for the extra sessions yourself. USAFE families are welcome to use British state (public) schools, and, in doing so, are bound by the same rules that govern the British. Americans tend to put their younger children into British primary (elementary) schools, while their older children go the high school on base. The US and UK college systems are very different, and the American high school is better able to prepare American teenagers for their own system.

Name: NORFOLK COUNTY COUNCIL EDUCATION DEPARTMENT

Address: COUNTY HALL, MARTINEAU LANE

City: NORWICH NR1 2-DL

Phone: 011-44-1603-222146

WWW Link: <http://www.norfolk.gov.uk/education>

Proximity to site: 45 Miles North of RAF Mildenhall

Comments: Telephone Numbers Nursery Education: Suffolk-011-44-1284-352276 Cambridgeshire-011-44-1223-717111 Norfolk-011-44-1603-222314 Telephone Numbers Primary and Middle Schools: Suffolk-011-44-1284-352121 Cambridgeshire-011-44-12223-717391 Norfolk-011-44-1603-222593 Child Care Information Services: Suffolk-011-44-1473-581493 Cambridgeshire-011-44-1223-717111 Norfolk-011-44-1603-622292

Name: SUFFOLK COUNTY COUNCIL WESTERN AREA EDUCATION OFFICE

Address: Shire Hall

City: Bury St. Edmunds, Suffolk IP33 -3RX

Phone: 011-44-1284-352100

WWW Link: <http://www.suffolkcc.gov.uk/education>

Comments: According to the Status of Forces Agreement, American families are welcome to use British state (public) schools, and, in doing so, are bound by the same rules that govern the British. Families stationed at RAF Lakenheath and RAF Mildenhall has a choice of sending their children to the DoD Schools on RAFs Lakenheath and Feltwell, or sending them to a British school. Education in the UK is government run; each county has its own slight variations on the overall theme. Full time, free state education in the UK is mandatory for all children between the ages of five and sixteen, and that applies throughout Suffolk and Norfolk. In Cambridgeshire, however, many children can start regular school as soon as they have reached their fourth birthday if the school has room, so the next section on nursery schools may be superfluous for families living in that particular county.

Name: BRITISH SCHOOLS - Suffolk County Council (for State Schools off base)

Address: Shire Hall

City: Bury St Edmunds IP33 -IRX

Phone: 011-44-1284-763141

Proximity to site: Averaging 1-25 miles away.

Tuition: Free (space available)

Comments: Many American parents see a few years spent in a British school as an excellent experience for their children. Places can usually be found at local schools, though not always at the school nearest to home, as this part of the country has a steady influx of young British families and has shown a consistent pattern of growth for the last fifteen years. If your assignment in Britain is likely to last less than a year after your child's admission, the school will usually deny your request. Neither will they take children living on base, who are expected to use DOD schools. Everyone based at RAF Mildenhall will live in either Suffolk, Norfolk, or Cambridgeshire county. Although the education system is government run, each county has a certain amount of leeway in applying the rules. Children in the UK start full time, regular free state schooling in the term in which they become five years old. In Cambridgeshire, however, they can start full time regular schooling after their fourth birthday. We estimate that around 1,200 children are currently being educated in local schools, drawn from both RAFs Mildenhall and Lakenheath. They tend to be in Primary (Elementary) schools, though some attend in Middle Schools between the ages of 9 and 13. Only a few go on to High School, as most American parents understandably prefer their teenagers to attend the DOD High School, where they'll be prepared for the US college system, which is very different from ours. There's no point in looking for a school until you have a house on the economy. Your landlord, estate agent (realtor), or next door neighbor will be able to tell you where the nearest schools

are. Otherwise call the Family Support Centre on x3406 or the Community Relations Adviser on x2254, who will give you the number to call. Call the school and speak to either the head teacher or the school secretary, who will make an appointment for you to visit the school with your child. Schools have no specific registration day. Each child is registered when necessary.

Colleges & Universities

Name: Anglia Polytechnic

Address: East Road

City: Cambridge CB1 1-PT

Phone: 011-44-1223-63271

FAX: 011-44-1223-352973

Proximity to site: approx. 25 miles away

Tuition: contact POC for current prices

Comments: Offers a part-time Honors Degree course in Electronic Engineering. Mode of attendance is one day a week over four years. Applications from mature candidates with suitable experience are welcome; such applications will be considered on an individual basis. The course provides a realistic part-time pathway from Technician to Chartered Engineer. The course specializations are in Digital Electronics, Signal Processing and Software Engineering, but the early years contain a firm grounding in Analogue Electronics. The course structure is modular in nature. Completed modules may be carried as credits across to similar courses elsewhere. Modules may also be studied individually if desired.

Name: City Colleges of Chicago

Address: 100 MSS/DPE, Unit 4925 Box 275

City: APO 09459

Phone: 011-44-1638-543473

DSN Phone: 238-3473

WWW Link: <http://www.ccc-e.org>

Proximity to site: on base - Bldg. 427

Tuition: \$124 Semester Hour

Comments: Hours: 0900-1300 Mon-Fri City Colleges of Chicago offers an associates of Arts degree and certificates in the following programs of study: Area Studies, Business, Computers and Information Science, English, Foreign Languages, Science and Math, Speech and Women's Studies. Visit our Web Site.

Name: Embry-Riddle Aeronautical University

Address: 100 MSS/DPE, Unit 4925 Box 275

City: APO 09459

Phone: 011-44-1638-542916

FAX: 011-44-1638-510955

DSN Phone: 238-2916

DSN FAX: 238-0955

Proximity to site: On-base, Bldg. 427

Tuition: Undergrad \$152/semester hour, Grad \$257/semester hour

Comments: Hours: 0830-1630 M-F Offers Certificates in Type/65 AMT Certificate and Aviation Safety. Also, FCC prep courses. Offers Associates of Science in Professional Aeronautics, Bachelors of Science in Professional Aeronautics, with minors in Business Administration, and Safety. Offers a

Masters of Aeronautical Science with specializations in Operations, Management, and Safety.

Name: The Open University-East Anglian Region

Address: Cintra House, 12 Hills Road

City: Cambridge CB2 1-PF

Phone: 011-44-1223-64721 or 61650

FAX: 011-44-1223-355207

Proximity to site: approx. 25 miles away

Tuition: contact POC for current prices

Comments: Courses are offered in the following programs:1. BA/BS Degree Program The Open University BA or BS degree is built from a series of courses studied over a number of years. Each course runs from February to October, and entry to the program is offered on a first-come, first-served basis. Contact this office for the current "BA and B.Sc Degrees Guide".2. Continuing Education Program Offers a range of courses in: Community Education and Leisure, Health and Social Welfare, School of Management (Open Business School), Manufacturing: Management and Technology and Computing for Commerce and Industry, and The School of Education.3. Higher Degree Program If you already have a degree, the University offers opportunities for taught masters courses in education, Mathematics, Business Administration, Computing for Commerce and Industry, Humanities, and Manufacturing, as well as research-based higher degrees in various faculties.

Name: University of Cambridge - Board of Continuing Education

Address: Madingley Hall

City: Madingley, Cambridge CB3 8-AQ

Phone: 011-44-1954-210636

FAX: 011-44-1954-210677

Proximity to site: approx. 25 miles away

Tuition: #112 - # 390 per class

Comments: The University's department specializing in the education of adults and all courses are open to anyone over 18. With very few exceptions no prior qualifications are required - only a desire to explore a new subject or deepen existing knowledge in the company of others and under the guidance of an expert tutor. Credit can be accumulated towards a range of awards, including the Certificate of Continuing Education. Topics include Archaeology and the Ancient World; Art, Architecture and Decorative Arts; History and Local History; Language; Literature; Music; Natural Sciences; Philosophy, Psychology and Religion; and Society and Civilization.

Name: University of Maryland

Address: 100 MSS/DPE, Unit 4925 Box 275

City: APO 09459

Phone: 011-44-1638-542109/4173

DSN Phone: 238-2109/4173

Proximity to site: On-base - Bldg. 427

Tuition: Undergrad. \$140 S.H., Vo-tech \$120 S.H., Grad - Bowie \$218, S.H., UMCP \$270

Comments: Hours: M-Thur 0830-1800 and F, 0800-1700 Undergrad programs: Liberal arts programs leading to certificates, associates and bachelor's degrees in areas such as Business and Mgmt, Mgmt Studies, Computer Studies, English, History, Government and Politics, Psychology and Sociology. Also available are programs leading to letters of recognition, certificates, and associate degrees awarded by Montgomery College and Charles County Community College in vocational/technical fields such as Criminal Justice, Paralegal, and Childhood Development. Graduate programs: Bowie State University - Master of Arts in Administrative Management/Public Administration and Master of Science in Management Information Systems. UMCP - Master of Arts in Counseling and Personnel Services.

Name: University of Oklahoma

Address: 100 MSS/DPE, Unit 4925 Box 275

City: APO 09459

Phone: 011-44-1638-544172

FAX: 011-44-1638-544172

DSN Phone: 238-4172

WWW Link: <http://www.goou.ou.edu>

Proximity to site: On base - Bldg 427

Tuition: Graduate courses/\$230 S.H.

Comments: Hours: M-F 0800-1630 Offers graduate programs in a Master of Education with Emphasis on Teacher Education, Master of Human Relations and interdisciplinary master of Arts with Emphasis in International Relations.

Name: Wensum Lodge Centre for Adult and Continuing Education

Address: King Street

City: Norwich NR1 1-QW

Phone: 011-44-1638-666021

FAX: 011-44-1638-765633

Proximity to site: approx. 45 miles away

Tuition: # 9.50 - # 121.95/course

Comments: Adult Education classes include subject areas in Academic and Cultural Studies; Art; Business Studies and Word Processing; Crafts; Health and Self Development; Languages: Literary and Creative Writing; Music; Sports and Outdoor Education; and Weekend Courses.

Adult or Continuing Education

Community Education Classes are held in local schools, usually during the evenings, these are very low cost classes subsidized by the local council, and range from tap-dancing through dressmaking, golf, languages (French, German, Spanish, Russian, Dutch, Italian, Japanese, sign language, and English as a foreign language) plus upholstering, researching your family history, marine

navigation, guitar, and so on. Fees start at around 3 pounds per class, and you generally sign on for a semester (term) at a time.

Name: Haverhill Adult Centre

Address: Camps Road

City: Haverhill CB 9 -8HB

Phone: 01440-712177

FAX: 01440-712177

Proximity to site: 33 miles

Tuition: # 9 - # 99 per course

Comments: Offers day, evening and weekend courses in fitness, arts, crafts, dance and yoga.

Name: Mildenhall and Brandon Adult Education

Address: Mildenhall Upper School, Bury Road,

City: Mildenhall, Bury St. Edmunds, Suffolk

Phone: 011-44-1638-715001

Proximity to site: approx. 3 miles

Tuition: # 11 - # 99 per course

Comments: Hours: 1200-1430. Offers courses in art and photography, cookery, crafts, keyboard, office skills, dance, language, yoga etc. Saturday workshops are available.

Name: Newmarket Adult Centre

Address: Foley House, Wellington Street

City: Newmarket CB8 0-HY

Phone: 011-44-1638-660703

FAX: 011-44-1638-660703

Proximity to site: approx. 10 miles away

Tuition: L 9 - L 99 per course

Comments: Hours: 0930 - 1230 (Mon - Thur). Day, evening and weekend courses in art, dance, computer, crafts, cooking, yoga, gardening and self enrichment.

DODEA Schools

There are three basic avenues for educating school-age children while you are stationed at RAF Lakenheath or RAF Mildenhall they are Department of Defense Dependents Schools, British Schools or home schooling. The School Liaison Officer on RAF Lakenheath is available to provide support and information related to dependent education.

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Three schools are located at RAF Lakenheath:

- Lakenheath Elementary School, (Sure Start, Pre-School Children with Disabilities, and K-3)
- Liberty Intermediate School (4 and 5)
- Lakenheath High School (9-12)

RAF Feltwell, 11 miles north of RAF Lakenheath, hosts two schools:

- Lakenheath Middle School (6-8)
- Feltwell Elementary School (K-5)

All five schools are accredited by the North Central Association of Colleges and Schools. NCA is also the accreditation agency for 19 states ensuring the DoD schools are comparable to U.S. school districts.

Tuition-free, space-required enrollment is limited to command-sponsored pupils. The child's name must appear on the sponsor's overseas travel orders as proof of command sponsorship. Others may be admitted on a space-available basis, either tuition-free or tuition paying.

Families who intend to enroll their children in DODDS and who require school bus transportation should contact the school bus office to determine whether or not they are on a bus route prior to signing a lease for a house or apartment off base.

Whether students K-5 attend school on RAF Lakenheath or RAF Feltwell is determined by the busing catchment area. Once the housing area and school zone are determined, the sponsor should report to the appropriate school office and complete the registration forms. Registration for new students takes place year-round.

A school calendar is available at:

<https://wwwmil.lakenheath.af.mil/LibertyKids/calendar.htm>

Name: LAKENHEATH ELEMENTARY SCHOOL: GRADES: PK-3

Address: CCSE/L UNIT 5185 BOX 40

APO AE 09464-8540

TELEPHONE: 011-44-1638-532672

DSN Phone: 314-226-3721

FAX: 011-44-1638-531161

WWW Link: <http://www.lake-es.eu.odedodea.edu/>

Enrollment: Approximately 800 Students

Proximity to Site: Located on Lakenheath
Sure Start, Pre School Children with Disabilities Program, Full Day Kindergarten
School Newsletter:

<http://www.lake-es.eu.odedodea.edu/Newsletter/newsletter.htm>

RAF Lakenheath Elementary is the largest school in England, with an overall enrollment of over 800 pupils. The school hosts grades kindergarten through three as well as the pre-school children with disabilities program and Sure Start. The LES' program includes two host-nation teachers who introduce British history, culture and customs, as well as physical education, art and music classes. Located in the RAF Lakenheath housing area, the school serves children from Lakenheath and Mildenhall personnel living in the catchment area from Lakenheath to the south.

Sure Start offers comprehensive health and nutrition, social services, and parent involvement services, in addition to providing educational programming. The Sure Start program is built upon the Head Start model from the United States for guidance. However, Sure Start has some distinct differences from Head Start, including program regulations established by DoDEA. One such regulation specifies a ratio of not more than 18-20 students per two adults. Sure Start's first responsibility is to the four year old children of families with income corresponding to E-1 to E-4 or GS-1 to GS-4 range because these families have the least accessibility to resources for their children and have a greater need for assistance in establishing a sound footing for school and later life. Sure Start regards family income as the most important - but not sole - factor used in considering enrollment. These other factors include children of low birth weight, children with siblings with disabilities, children with three or more siblings close in age, children with a parent whose primary language is not English, children with a parent who was a teenager when the first child was born, children who have a parent who did not graduate high school, children with a single parent or a parent who is serving a remote assignment or is frequently deployed or children who are referred by Family Advocacy or other family support agencies. A committee of several DoDDS and military professionals make up the Sure Start Advisory Committee who, among other things, selects children to participate in the program.

In addition to the Sure Start's strict selection process, parent involvement is mandatory (i.e. 60 hours of in class participation for two-parent families and 40 hours for single-parent families or families who experience frequent long-term deployments) including participating in the classroom and home visits from the teacher; attending parent orientation; and serving on the Sure Start Advisory Committee these requirements help make the Sure Start program the successful program it is.

Name: FELTWEEL ELEMENTARY SCHOOL: GRADES: K-5
Address: CCSE/F UNIT 5185 BOX 315

APO AE 09461

TELEPHONE: 011-44-1638-527003

DSN Phone: 314-226-7003

FAX: 011-44-1842-827931

WWW Link: <http://www.felt-es.eu.odedodea.edu/>

Enrollment: Approximately 450 Students

Proximity to Site: Located on Feltwell (about 10 miles from base)

Full Day Kindergarten

School Newsletter: <http://www.felt-es.eu.odedodea.edu/>

(Click Parent Bulletin)

Feltwell Elementary is a small elementary school with a big heart! serving RAF Feltwell residents and those military members living mainly to the north of RAF Lakenheath. Located about ten miles north of RAF Lakenheath, enrollment is about 450 pupils in kindergarten through fifth grade. FES has a friendly, "small school" atmosphere, and makes every effort to create a positive and nurturing environment for our children.

FES has an active parent volunteer program, and parent involvement is very welcome at this school. FES also offers a wide range of extra-curricular activities for children, including such opportunities as computer club, student council, school newspaper, chess club, video production club, sports club, quilting club, gardening club, dance movement club, French club, and chorus.

Parents are invited to contact the school office for more information.

Name: LIBERTY INTERMEDIATE SCHOOL: GRADES 4-5

Address: CCSI UNIT 5185 BOX 50

APO AE 09464

TELEPHONE: 011-44-1638-522258

DSN Phone: 314-226-2258

FAX: 011-44-1638-533906

WWW Link: <http://www.libe-is.eu.odedodea.edu/>

Enrollment: Approximately 430 Students

Proximity to Site: Located on Lakenheath

School Newsletter:

<http://www.uk-dso.odedodea.edu/liberty/tigtalesmenu.htm>

An Intermediate school, hosts Grades 4 and 5, with an enrollment of over 400 located on RAF Lakenheath. It serves Lakenheath and Mildenhall personnel living in the catchment area from Lakenheath to the south.

Name: LAKENHEATH MIDDLE SCHOOL: GRADES: 6-8

Address: CCSM UNIT 5185 BOX 55

APO AE 09461

TELEPHONE: 011-44-1842-828245

DSN Phone: 314-226-7007

FAX: 011-44-1842-827329

WWW Link: <http://www.lake-ms.eu.odedodea.edu/>
Enrollment: Approximately 750 Students
Proximity to Site: Located on Feltwell (about 10 miles from base)
School Newsletter:
<http://www.lake-ms.eu.odedodea.edu/HTML/pub.htm>

RAF Lakenheath Middle School, located at Feltwell, enrolls around 750 students. Students may participate in band, art, physical education, foreign language, computers, video production, speech, drama, AVID, health, humanities, careers, and home economics. The school also features many after-school activities. Lakenheath Middle School's campus consists of 11 buildings. Students are divided into "houses". Students in each house have classes from the same set of core teachers. In May 2003 the school ground broke on a new, state-of-the-art middle school housing grades 6-8 in one building. The new campus is scheduled to open in August 2004.

Name: LAKENHEATH HIGH SCHOOL: GRADES: 9-12
Address: CCSH UNIT 5185 BOX 45
APO AE 09461
TELEPHONE: 011-44-1638-523115
DSN Phone: 314-226-3115
FAX: 011-44-1638-533073
WWW Link: <http://www.lake-hs.eu.odedodea.edu/>
Enrollment: Approximately 650 Students
Proximity to Site: Located on Lakenheath
Grades 9-12
School Newsletter: <http://www.lake-hs.eu.odedodea.edu/>
(Click the link to newsletters)

DESCRIPTION - At RAF Lakenheath High School, students must complete 24 Carnegie units for graduation, 16 of which are required courses including four units of Language Arts, three units of Social Studies, three units each of both Mathematics and Science (students must have a total of six units of Mathematics and Science), one unit each of Career Education, Fine Arts, and Physical Education, one unit each of Computer Science and Health, and six units of elective courses, two units in foreign language. About 650 students are enrolled at the high school and there are 50 faculties members, including two guidance counselors and a librarian. A junior Air Force Reserve Officer Training Corps unit also operates in the high school. Interscholastic sports include football, basketball, track and field, wrestling, girls' volleyball, cross country, tennis and girls' softball. Other extracurricular activities include a photo club, Model United Nations, Duke of Edinburgh Award program, JASON project, Destination Imagination, and cheerleading.

ACCREDITATION - North Central Association of Colleges and Schools (NCA) provides public certification.

FACULTY - There are 60 certified faculty and staff members, with 80% having a Master's degree or above. The faculty represents all areas of the United States. They are chosen through a highly selective process. Each year, over 3000 applicants vie for about 300 positions worldwide in the DODEA system.

GRADUATION REQUIREMENTS - High School Graduation Requirements
Language Arts 4 Social Studies 3 (must include 1 unit of US history and 1/2 unit of US government) Math 3 Science 3 Career Education 1 Fine Arts 1 Physical Education 1 Health 1/2 Computer 1 Second Language 2 Electives 4 1/2 TOTAL
24

Private Schools

If you are considering private schools contact the Community Relations Advisor upon arrival at DSN ext 238-2254 for more information.

Home Schooling

You can home school your children while you are in the UK. In fact there are a few support groups on RAF Lakenheath and RAF Mildenhall for home schooling families. Parents have a right to choose the kind of education that shall be given to their children. Parents have a right to choose the kind of education that shall be given to their children. For more information, a useful Web Site is <http://www.educate.co.uk>.

As parents are responsible for ensuring their children are properly educated, it is their decision whether to use schools or provide education at home.

If you find there are some classes in which your child would benefit from classroom instruction, you may enroll your child at the school within the appropriate catchment area. Students who are home schooled can participate in auxiliary services however; they must meet DoDDS registration requirements and register at the school within the feeder plan (to participate in classes).

For more on how DoDDS Supports home schooling families, visit:
<http://www.odedodea.edu/foia/iod/pdf/02OD002.pdf>

Local Home schooling Support Groups

WWW Link: <https://wwwmil.lakenheath.af.mil/LibertyKids/homeschool.htm>

Learning in a Family Environment (LIFE)

Telephone: 01638-510291

Web Site: <http://www.geocities.com/lifehsgroup>

Email: life.group@btinternet.com

Suffolk Area Family Educators (SAFE) at Home

Email: safeathome02@yahoo.com

Special Education

Department of Defense Educational Activity (DoDEA) Department of Defense Dependents Schools (DoDDS), Isles District

Address: DoDDS Isles District Office

City: RAF Feltwell

Phone: 011-44-1638-527226

DSN Phone: 314-226-7226

Proximity to Site: RAF Feltwell (10 miles from base)

Comments: **REMEMBER TO REGISTER WITH THE EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP) AT YOUR BASE HOSPITAL**

Programs offered are those for the physically handicapped, visually handicapped, hearing impaired, learning disabled, mentally handicapped, multi-handicapped, and emotionally handicapped. The programs provide related services such as speech therapy, occupational therapy, and physical therapy. Programs vary at each school depending on student needs. For specific information about the special education programs offered at each school, contact the school principal.

School Records of special needs children – Parents of special needs children should hand carry a copy of the current IEP (Individualized Education Profile) and current eligibility report with them to present to the gaining school.

Name: Educational Developmental Intervention Service

Address: Building 872

City: RAF Lakenheath

Phone: 011-44-1638-523308

DSN Phone: 314-226-3308

WWW Link: <https://wwwmil.lakenheath.af.mil/LibertyKids/edis.htm>

Proximity to Site: On Base (Located behind RAF Lakenheath High School and AAFES Service Center)

Comments: The EDIS team provides evaluation and intervention to children from birth to 21 years with special needs and their families. Early Intervention Services (EIS) provides services for children with developmental needs from birth until their third birthday. Related Services (RS) provides services for children from 3 to 21 with special education needs.

The team consists of an audiologist, a child psychiatrist, child psychologists, a clinical social worker, a developmental pediatrician, early childhood special educators (EIS only), speech and language pathologists (EIS only), and occupational and physical therapists. EIS and RS conduct evaluations to identify potential developmental delays, followed by implementation of a service plan as indicated.

Services plans are known as Individualized Family Service Plan (IFSP) for EIS and Individualized Education Program (IEP) for RS. They are designed to maximize a child's development or education. Parents or medical providers may directly refer to EIS for concerns about children birth to the age of three. EIS provides Baby/Infant Massage classes for 2-3 month olds as well as 9 and 15-

month well-baby screenings. After the age of three a referral must be generated through DoDDS for RS, with medical providers able to make space available referrals. Please call the clinic if you have questions regarding our services or your child's development.

Employment

Unfortunately, as a result of base closures in the last few years, candidates do experience frustration in their attempt to obtain Federal Employment. Because of the stiff competition for jobs, it is especially critical to ensure your application package for Federal employment is complete and typed. The majority of the jobs are in the GS-04 - GS-09 (white collar) grade levels and wage grade (blue collar) equivalent. For information about Federal Employment, see below. To obtain up-to-date Civil Service vacancies, contact the Job Hotline DSN 238-4138, CIV 011-44-1638-544138.

Many individuals are apprehensive about working on the British economy. Employment throughout East Anglia is prevalent but positions generally do not pay a substantial income in the nearby area. To obtain the higher paying positions may require individuals to drive a considerable distance. If the dependent is command sponsored, he/she will not require a work permit to work for a British establishment. They will require a National Insurance Number which can be obtained in the local town once they have been accepted for hire. For more information on working off base, visit the Mildenhall Family Support Center. They can supply you with information that will assist you in your off-base job search.

Vacancies with AFFES (Exchange) and Non Appropriated Funds NAF (Services related positions/full and part time) are always available.

Federal Civilian Employment for Spouses

For more information on this subject:

Federal Resume format

<http://www.afpc.randolph.af.mil/afjobs>

Spouses coming to Mildenhall on their sponsor's orders MAY NOT apply for Civil Service position before they arrive. Spouses may ONLY apply for Civil Service (GS/WG) positions once the military member has arrived on station. When applying for civil service (GS/WG) positions, the Mildenhall Civilian Personnel Office will accept the Optional Form 612 (OF-612) or the Federal Resume. Applications are only accepted for open positions. If you want to get a head start on your job search, begin by preparing your OF-612 or Federal Resume before you arrive. The Federal Resume format can be found at the link above. To obtain a copy of the OF-612, visit the Civilian Personnel Office or the Family Support Center at the Base where you are currently stationed. If you need assistance in completing either of these forms, consult the Career Focus Manager at the Family Support Center where you are stationed. If you arrive and see a position open for which you are qualified, you are one step ahead of the game in submitting an application for the desired position.

Military spouse preference provides priority in the employment selection process for military spouses. Spouses who are seriously interested in obtaining a Civil Service (GS/WG) position while stationed at Mildenhall need to check with Civilian Personnel before accepting any job offers. Accepting certain jobs may eliminate your military spouse's preference and ruin your opportunity for Civil Service employment.

Family Member Preference should not be confused with Military Spouse Preference. A family member is a U.S. citizen, military spouse who has used their spouse preference or an unmarried child (including stepchild, adopted child, or foster child) under the age of 23, residing with his/her military or civilian sponsor who was officially assigned to the overseas area. This does not include relatives of locally hired civilians, Red Cross, USO, DoD Contractors, BX Concessionaire, Military Banking Facility, or University personnel. Military spouses will be referred for jobs before other family members.

Foreign-born spouses who are not American citizens are not eligible to work in civil service positions. Foreign-born spouses may seek positions with AFEES, Non Appropriated Funds (NAF), DECA, Contracting, Family daycare office or off base agencies. Foreign-born spouses on their sponsor's orders are also exempt from needing a work permit to work on the British economy.

Name: Civilian Personnel Office (CPO)

Address: 3 AF/DPC, Unit 4840 Box 35

City: APO AE 09459

Phone: 011-44-1638-54-3540

FAX: 011-44-1638-54-3077

DSN Phone: 238-3540

DSN FAX: 238- 3077

Proximity to site: On base - Bldg 435

Comments: Eligibility: American Citizens Job Hotline: 011-44-1638-54-

4138Hours: 0900-1300; M-F Comments: The Civilian Personnel Office at RAF Mildenhall is the serving personnel office for all Air Force Civil Service positions in the UK and Stavanger, Norway. Applications and information are available at the help desk in bldg. 435. Applicants must fill out an OF-612 or a Federal Resume and answer the applicable knowledge, skills and abilities (KSAs). A complete package must be submitted for each vacancy announcement.

Resources to assist you in completing the KSAs are available at the Mildenhall Family Support Center.

Permanent Employment Resources

For more information on this subject:

DECA - Commissary

<http://www.commissaries.com>

Other employment opportunities exist on base through local community banks, credit unions, and the concessionaires at RAF Lakenheath and RAF Mildenhall. The driving distance between RAF Lakenheath and RAF Mildenhall is approximately 10-15 minutes, depending on traffic conditions.

Name: 48th Contracting Squadron

Address: Unit 5070 Box 270 APO AE

City: 09461

Phone: 011-44-1638-52-7080/7196

FAX: 011-44-1638-52-7192

WWW Link: <http://www.opm.gov>

Proximity to site: Approx 15 miles from RAF Mildenhall, bldg 55

Comments: Eligibility: American Citizens, British citizens, Non British NATO

Country Spouses Hours: 0800-1700 Comments: Individuals can look for contract positions prior to arriving on Mildenhall base by going into the website listed above. Positions are open on an on-going basis and advertised in the facility where a position is open. A resume, including your minimum hourly wage, is required when applying for the position. For information on a specific contract, contact the Contract Office at RAF Feltwell.

Name: AAFES Recruiting Office

Address: Attn: People Resource, Unit 5280 Box 420

City: 09464-0420

Phone: 011-44-1638-53-2882

FAX: 011-44-1638-53-3968

WWW Link: <http://www.AFFES.com>

Proximity to site: Approx. 5 miles away on RAFL (Bldg. 650)

Comments: Eligibility: American and British Citizens, Non-British NATO Country

Spouses with and without American Social Security Numbers. Hours: 0730-

1630; Mon-Fri Applications/Interviews: 0900-1430; Mon Wed 0900-1200;

Thur Comments: Positions are advertised at the AAFES Recruiting Office.

Anyone interested in applying for a position should stop by the AAFES Recruiting Office and fill out an application. An interview will also be conducted to determine skills and hours available to work. To learn more about AAFES see their website at the link above.

Name: Career Focus Program

Address: 100 MSS/DPF Unit 4925, Box 280

City: APO AE 09459

Phone: 011-44-1638-54-3406

FAX: 011-44-1638-54-3514

DSN Phone: 238-3406

DSN FAX: 238-3514

Proximity to site: On base - Bldg. 460

Comments: Hours: 0730-1630; Mon-Fri Comments: The Career Focus Program at the Family Support Center was designed to assist military spouses and family members with employment issues on and off base. Services provided include:- Assistance with resumes and curriculum vitae (CV - a British resume), job applications, and employment guidance-Referral assistance for on and off base tax centers and National Insurance Centers-Resource room containing up-to-date computer equipment to assist with job search, resume writing and filling out federal forms and applications. Also access to laser printers for printing quality documents-Computer diskettes and job resource materials available upon request.-Books available to assist with resume, cover letter, interview and KSA writing-Information about educational opportunities-Information on off base job sources-Classes are offered to assist with the following1. Resume/CV preparation 2. Interview Skills 3. Tax Laws in the UK 4. How to be a Family Day Care Provider 5. Starting a Business in the UK the Family Support Centers Monthly UPDATE (newsletter/calendar) outlines all classes offered with times and dates. The UPDATE can be found various places throughout the base.

Name: DECA - Commissary

Phone: 011-44-1638-52-2247

FAX: 011-44-1638-52-3212

WWW Link: <http://www.commissaries.com>

Proximity to site: Approx 5 miles to RAFL, Bldg 1081

Comments: Eligibility: American Citizens, European Union Citizens. Hours: Applications are available from 8-12 on the first two weeks of every quarter. Comments: Positions for store workers and sales store checker are the only positions that can be applied for through the Commissary. The majorities of jobs are GS position and are listed through the Civilian Personnel Office. Applications for employment can be picked up on the first two weeks of every quarter at the Commissary.

Name: Local National Direct Hire Program (LNDH NAF)

Address: 100 MSS/DPCN Unit 4925 Box 275

City: RAF Mildenhall Bury St Edmunds, Suffolk IP28 -8NF

Phone: 011-44-1638-54-3667/3670

FAX: 011-44-1638-54-2656

DSN Phone: 238-3667/3670

DSN FAX: 238-3667/3670

Proximity to site: On base, Bldg 424, room 201

Comments: Eligibility: British Citizens, National of European Economic Community (EEC) Countries or Military spouses other than US Citizens Hours: 0800 - 1630; M-Th 0800 - 1600 on Friday Comments: Applicants must

complete USAFE Form 228 (Application for employment with the USAF in the UK) Forms are available from Civilian Personnel, Bldg 424 on the second floor. Applicants hired under this program are employed by the USAF and are not linked to the Ministry Of Defense but governed by British employment laws and paid in Pounds. The LNDH NAF Office handles Local National Direct Hire for Lakenheath, Mildenhall and all bases in the UK.

Name: Non Appropriated Funds (NAF) Human Resources Office

Address: 100 SVS/SVH, Unit 4905 Box 405

City: 09459-5400

Phone: 011-44-1638-54-3684

FAX: 011-44-1638-54-5975

DSN Phone: 238-3684

Proximity to site: On base - Bldg. 450

Comments: Location: Mildenhall - Bldg 450; 01638-54-3684 Lakenheath

Bldg 960; 01638-52-4417 Eligibility: American Citizens, Non British Citizens and

NATO Country Spouses Comments: Offers a wide variety of positions from childcare providers, professionals and includes permanent, temporary, part-time, full-time and flextime positions. Positions are posted in the lobby areas. To apply for a position, applicants should fill out an OF-612. Applications will be kept on file for 90 days.

Temporary Employment Resources

The Temporary employment agencies in the UK are often referred to as Employment recruiters. Consult the yellow pages for Employment Recruiters in your area. Employment recruiters are trained to land you the best job for the skills and qualifications you possess. By law, these agencies cannot charge you a fee for their services. They make their money by charging the employer a percentage based upon how much money you will earn. The more money you receive as a salary the more money they make. As you can see, it is in their best interest to negotiate the best possible salary for you. Unlike the states many off-base high dollar jobs are not advertised in local newspapers. For this reason, it is often wise to consult a recruiter. We encourage individuals looking for employment on the economy to register with more than one recruiter.

Non Paid or Volunteer Opportunities

For more information on this subject:
Contact CRA

Individuals interested in volunteering should visit the Family Support Center. A book containing detailed job descriptions is available that outline the various volunteer positions on base. Individuals not registered at the Family Support Center cannot be guaranteed an invitation to the Annual Volunteer Awards Ceremony or any of the volunteer benefits while stationed at Mildenhall. Volunteers should also be aware that FREE CHILDCARE is available through family home daycare providers. To utilize this program, volunteers will need to come into the Family Support Center and obtain the necessary forms from the Volunteer Coordinator or the Air Force Aid Representative.

Individuals interested in volunteering in the local community can contact:
Local Citizens Advice Bureau.
Mildenhall 01638-71-2904
Newmarket 01638-66-1694
Ely 01353-66-1416
Bury St. Edmunds 01284-75-3675
Brandon 01842-81-1511

The following Volunteer Resource Centers place volunteers within a 12-mile radius of their office. For the Mildenhall area, call the Thetford Office.

Ely 01353-66-6556
Thetford 01842-76-7377
Newmarket-Forest Heath 01638-60-8048
Cambridge 01223-35-6549
Bury St. Edmunds 01284-75-3675
Brandon 01284-76-6126
Stowe Market 01449-61-2486

Volunteer Opportunities Include:
Befriending Conservation Administration
Shopping Animals Management
Wheel Chair Pushing Day center/club
Fundraising Children Publicity
Art & crafts Practical odd jobs
Swimming Charity shop Gardening

Name: British Chamber of Commerce
Address: Manning House, 22 Carlisle Place
City: London SW1P -1JA
Phone: 020-7565-2000

WWW Link: <http://www.chamber.co.uk>

Proximity to site: Aprox 90 miles from RAF Mildenhall

Comments: Comments: The British Chamber of Commerce is made up of a national network of quality-accredited Chambers of Commerce, all uniquely positioned at the heart of every business community in the UK. Whatever their size or nature of business, members of the British Chamber of Commerce have access to a range of benefits. Some of those benefits include: Business training, networking and deals on a range of products and services, information resources - free 24-hour professional advice on commercial and employment law, health, safety and tax related issues. Many services are available on-line.

Name: Suffolk Chamber of Commerce

Address: Felaw Maltings, South Kiln, Box 293

City: Ipswich, Suffolk IP2 8-SZ

Phone: 01473-68-0600

FAX: 01473-60-3888

WWW Link: <http://www.suffolknetwork.co.uk>

Proximity to site: Aprox 45 miles from RAF Mildenhall

Comments: Comments: Suffolk Chamber of Commerce is a volunteer organization that provides business services and representation. We d be happy to provide answers to all of the following: - What s the telephone number of the Bury St Edmunds Rotary Club? - Any forthcoming exhibitions or shows in the Newmarket area? - How can I check the legality of a tender contract? - Which shipping lines operate out of the Port of Felixstowe? - Who can I contact about Health and Safety legislation? Services Include:- Low cost telephone and fax calls (regional, national and international)- A comprehensive business information service providing a gateway to rapid, up-to-date intelligence on legislation, sources of finance, training opportunities, labor market data, property, planning markets and exporting- Access to a range of training programs designed to develop your workforce- Advice on all aspects of international trade- A 24-hour free Chamber Advice Line covering health and safety, legal, personnel, debts etc.

Chamber of Commerce

The nearest Chambers are listed below.

Name: Forest Heath District Council

Address: College Heath Road

City: Mildenhall IP28 -7EY

Phone: 011-44-1638-719000

Proximity to site: approx. 4 miles

Name: Ipswich and Suffolk Chamber of Commerce

Address: Russell Road

City: Ipswich IP1 2-DE

Phone: 011-44-1473-210611

Proximity to site: approx 45 miles

Private Sector Employment

For more information on this subject:

Department of Social Security

<http://www.dss.gov.uk>

Finding employment in a foreign country can be a challenging. There are many cultural and professional differences in applying for a position on the economy. but the economy of the counties surrounding the base is very good and two out of three employers are looking for employees.

If you decide to work off base, spouses of active duty members or spouses of US Career Civil Service employees (hired from the states) may work on the economy without a work permit, as long as the dependent spouse appears on the member's orders and their passport is stamped with a special stamp that shows they are here with a U.S. military or Career Civil Service member and does not state that they cannot work.

Individuals wanting to work off base will need a National Insurance Number. This card is similar to a Social Security Number in the United States. A number can be obtained through the local National Insurance Department of Social Security Office. To apply for a National Insurance number, call the Department of National Health and Social Security (see below). You will need to take your passport, a copy of your birth certificate, your marriage certificate, your military ID card and a copy of your spouse s ID card to the local DHSS office. A complete application form (CF88) and the number will be issued approximately twelve to twenty-four weeks later. A temporary number may be used in the interim. To work on the British economy people will need to construct a British Resume better known as a Curriculum Vitae (CV). To start your CV prior to arriving, you can visit the website below. This website contains some great information on putting together a CV. It also contains overseas job information that you may find helpful.

Name: Curriculum Vitae

WWW Link: <http://www.resumestore.com>

Name: Department of Health and Social Security (DHSS)

Address: St. Andrew House, St. Andrews Street North

City: Bury St. Edmunds, Suffolk IP33-ITT

Phone: 011-44-1284-77-5500

FAX: 011-44-1284-77-5656

WWW Link: <http://www.dss.gov.uk>

Proximity to site: approx. 13 miles away

Comments: If working on the economy is an option, a National Insurance Number is required. This number can be obtained through the local Department of Health and Social Security Office. This number is similar to a Social Security Number in the United States. By law you can look for a position and even start

work without a National Insurance Number but within a few weeks of employment on the economy you must have this number. To apply for the number, you must take your passport, a copy of your birth certificate, your marriage certificate, your military ID card and copy of your spouse's with you to the local DHSS office. Complete application form CF88 and the number will be issued approximately twelve weeks later. A temporary number can be requested in the interim.

Name: Employment with Childcare Resources

WWW Link: <http://www.employmentservice.gov.uk>

Name: Local Employment

WWW Link: <http://www.worktrain.gov.uk>

Government Employment

The Department of Defense (DOD) limits employment tours of Civil Service employees in foreign areas to 5 years. This is to provide for a continuous exchange of employees between the states and the overseas area and allows employees in the states the opportunity to accept positions in foreign areas as part of their career development as well as bring new ideas and concepts to the overseas area. It also ensures continuing employment opportunities for newly assigned civilian and military family members as current employees and family member rotate out of the area.

The following categories of employees are exempt from the 5-year rule:

- Family members of military or civilian DOD employees in conjunction with a PCS move
- Employees in the Senior Executive Service
- Employees who have been continuously employed in a foreign area since 1 Apr 1966
- Educators in the Department of Defense Dependent School system
- Employees employed on or before August 1988 in GS 06 or below or non-supervisory wage grade positions remain exempt as long as they remain continuously employed at those levels.

Individuals coming from the states interested in government contract positions may want to visit the links below.

Individuals looking for work on the British economy will need to have a British Resume or better known as a Curriculum Vitae (CV) for information on creating a CV visit the website below.

Key Information Source for individuals looking for Civil Service Positions see the Air Force Personnel Center Website below.

Interactive Voice Response System (IVRS)

Free phone: 1-800-997-2378

Local calls: 210-527-2378

TDD users: 1-800-382-0893

Local TDD: 210-565-2276/3008

Enable you to check vacancies and self nominate by telephone

Name: Air Force Personnel Center

WWW Link: <http://www.afpc.randolph.af.mil/afjobs>

Name: Curriculum Vitae

WWW Link: <http://www.resumestore.com>

Name: Employment Opportunities at USAID

WWW Link: <http://www.usaid.gov/about/employment/>

Name: Employment Services

WWW Link: <http://www.employmentservice.gov.uk>

Name: The IT Contractor Portal

WWW Link: <http://www.contractoruk.co.uk>

Name: Work Train

WWW Link: <http://www.worktrain.gov.uk>

Professional or Occupational Licensing

The information below represents a sampling of professional or occupational licensing agencies in the area. For additional resources, contact the Family Support Center at ext 3406.

For information on having a Home Business, contact the Career Focus Manager at the FSC or attend the "Small Business Development Seminar" at the FSC.

Name: DODDS - Clerical Support Positions

Address: Unit 5158 Box 470

City: APO AE 09461

Phone: 011-44-1638-52-7235/7236

FAX: 011-44-1638-52-7245

DSN Phone: 226-7235

WWW Link: <http://www.uk.dso.odedodea.edu>

Proximity to site: 15 Miles from the base

Comments: Eligibility: American Citizens, Individuals who have been a residence for a year or more earning US \$ cannot apply. Hours: 0800-1700; M-F

Comments: Individuals interested in Clerical Support positions with DODDS must turn in a DODDS application form to the particular school where they wish to work and the DODDS employment office at RAF Feltwell. For information on completing the application and the positions available, please see the website above. Once inside the site, go to personnel/payroll items. Generally the positions listed in this site are GS-07 and below and/or substitute teachers. The area DODDS schools are housed at RAF Lakenheath and RAF Feltwell.

Lakenheath Elementary - Tel: 011-44-1638-52-3721. Feltwell Elementary - Tel:

011-44-1638-52-7003. Lakenheath Middle School (RAF Feltwell) - Tel: 011-44-

1638-52-7006. Lakenheath Intermediate School Tel: 011-44-1638-52-2258

Lakenheath High School (RAF Lakenheath) - Tel: 011-44-1638-52-3115

Name: DODDS - Teacher Positions

Address: 4040 North Fairfax Drive

City: Arlington, VA 22203-1534

Phone: not available

WWW Link: <http://www.odedodea.edu>

Proximity to site: Schools are 5-13 miles away

Comments: Comments: Individuals wanting to apply for teaching positions with DODDS should visit the website above. Once inside the website, applicants should select Educator application System. This should give you all the forms and the directions to apply as a teacher with DODDS

Name: Department of Education

Address: Sanctuary Bldg, Great Smith Street

City: London SW1P -3BT

Phone: 011-44-1202-71-5920

WWW Link: <http://www.joyjobs.com>

Proximity to site: approx. 75 miles away

Comments: Employment information and British licensing for U.S. trained teachers.

Name: English National Board for Nursing

Address: 170 Tottenham Court Road

City: London W1N 0-HA

Phone: 011-44-1713-383131

Proximity to site: approx. 75 miles away

Comments: Write for information and documentation required for nursing positions

Name: Family Childcare

Address: 100 SVS/SVYC, Unit 4905 Box 400

City: APO AE 09459

Phone: 011-44-1638-54-4040

FAX: 011-44-1638-54-2186

DSN Phone: 238-4040

Proximity to site: On base - Bldg 220

Comments: Eligibility: American Citizens, British Citizens, Non British NATO Country Spouses. Hours: 0700-1600; M-F Resource and Referrals are from 0800 to 0900 am Comments: There is a need for Family Daycare Providers but you must live in base housing. Training is offered monthly.

Name: Mildenhall Social Services

Address: Willow House, 45 St. Andrews St.

City: Mildenhall

Phone: 011-44-1638-717006

Proximity to site: approx. 4 miles

Comments: If you are interested in providing "off-base" childcare contact the above. They provide a monthly listing of nurseries and child minders to the community.

Name: UKCC for Nursing, Midwifery and Health Visiting

Address: 23 Portland Place

City: London W1N 3-AF

Phone: 011-44-2076-37-7181

FAX: 011-44-2074-36-2924

WWW Link: http://www.healthcall.co.uk/vancy/hc_msrv.html

Proximity to site: approx. 75 miles away

Comments: If an individual from the U.S. or Canada has finished a degree program and has 1 year experience (which could possibly be part of the degree program) he/she can write to the UKCC and apply for registration. The UKCC will send you a packet to be filled out (parts need to be filled out by the licensing authorities in the U.S.) which can be completed and returned before you ever

arrive. Everyone is considered on a case-by-case basis. Licensing takes about 2-3 months. There is a severe shortage in the healthcare fields here.

Networking Opportunities

The military spouse who is seeking to develop a personal career must tackle the problems imposed by frequent moves. Networking before you move, as well as, after you arrive can sometimes be the key to a successful job search. Getting people involved in your search is called "networking."

Most jobs off base are generally not advertised. You need to become skilled in finding the "Hidden Job Market" in order to have access to as many jobs as possible. Regardless of the type of job you are looking for, building a network will help you tap into the "Hidden Job Market". You never know where the best job lead will come from.

The purpose of building a network is not to ask each person you contact for a job. The purpose is to get as much information as you can about the local job market and to get possible job leads.

Start building your network by making a list of all the people you know. Do not limit the list to people who know about the work you do. Use the information below to help you think of as many people as possible.

- Check to see if your present employer has a facility in the local area. A transfer may be possible.
- Talk about your move to friends, relatives or co-workers. They may have some ideas that can help.
- Subscribe to local area newspapers.
- Contact local Chambers of Commerce, County Councils or Business Links for business listings.
- Contact local chapters of professional organizations.
- Check with the governing offices for requirements on licensed or certified positions.
- Consider volunteering for the experience and/or contacts you can gain.
- Contact the Career Focus Program Manager, at the Family Support Center at DSN 238-3406 CIV 01638-543406 for an appointment (one-on-one assistance).

Remember that your primary contacts do not have to be people who know about a job opening, they might happen to know someone who knows about a possible job opening. Before you begin contacting the people on your list, decide what type of information you want from the contact. You may be looking for:

- information about a particular company, industry or line of work,
- a referral to someone who might be able to help you, or
- advice on conducting your job search.

In many cases, you will want to ask for a brief meeting with the person. This type of meeting is often called an informational interview. It is NOT a job interview...but it may bring you a job lead. If nothing else, it will give you practice in interviewing.

If you feel awkward or embarrassed contacting people (sometimes strangers) to ask for something, remember:

- most people like helping other people;
- many people have been in your shoes and remember how hard it was; and
- some people will have a job opening, or know of one, and feel that fate brought you to them!!

Begin your networking by calling people on your list who you can talk to most easily. Practice your calls with the easy ones and work up to making the calls that are more stressful. You may have to force yourself to make the first few calls, but it does get easier with each call!

Name: Career Focus Program

Address: Bldg 460 Family Support Center

City: RAF Mildenhall

Phone: 011-44-1638-543406

FAX: 011-44-1638-543514

DSN Phone: 238-3406

DSN FAX: 238-3514

Proximity to site: on base, behind Billeting Office

Comments: Hours: 0730-1630 M-F Call for an appointment.

Medical & Dental

The 48th Medical Group (48 MDG) at RAF Lakenheath provides general and specialized medical services to active duty and retired military, their family members and US civilians employed in the area. The 48 MDG is the referral medical facility for the US Air Force, Navy and Army personnel assigned to the United Kingdom, and is a referral facility for all of USAFE.

Flight Surgeons' offices are located at both RAF Mildenhall and RAF Lakenheath and provide limited care for flyers, active duty and some flyers' family members.

Dental Clinics are also located at both RAF Mildenhall and RAF Lakenheath.

Family member services are provided at the RAF Lakenheath facility.

EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP) - See this subject under "Relocation Services"

Name: 48th Medical Group

Address: Unit 5210 Box 230

City: APO, AE 09464

Medical Services

Medical Services/Directory - on Installation

Clinic POC Phone Number

(Dial 011-44-1638 then the number)

Alcohol Drug Abuse and Treatment (ADAPT) 528602

Allergy Clinic 528299

Ambulance Request (for Lakenheath Hospital) 527911

Central Appointment Desk 528010

Dental Appointment Desk 528795

Dermatology Clinic 528219

ENT Clinic 528495

Educational Developmental Intervention Service 528926

Emergency Room 524226

Exceptional Family Member Clinic (EFMP) 528070

Family Advocacy 528070

Family Practice 528010

Health Promotions/Health and Wellness 522710

Immunizations 528148

Internal Medicine 528224

Labor and Delivery 528245

Laboratory Services 528436

Life Skills Support Center 528603

Multiservice Unit 528259

Neurology Clinic 528228

Nutritional Medicine 528519

OB/GYN Clinic 528423

Occupational Therapy 528595

Ophthalmology Clinic 529343

Optometry Clinic 528696

Oral Surgery 528184

Orthopedic Clinic 528256

Overseas Clearances 528070

Pathology Department 528436

Patient Advocate 528511

Pediatric Clinic 528010

Personal Reliability Program (PRP) 528823

Pharmacy 528091

Pharmacy Telephone Call-in Refill Service 528380

Physical Therapy 528561

Podiatry 528382

Public Health 528777

Public Health - Food Safety 523806

Radiology 528407

Surgery Clinic 528237

TRICARE 528688

Urology Clinic 528210

Women, Infant, and Children Overseas DSN: 226-9016

Health Benefits Advisor

Administers the US Health Benefits Programs to include the Civilian Health and Medical Program (CHAMPUS), Supplemental Care, Cooperative Care, Partnership Program, and direct care referral services for all eligible beneficiaries. The HBA provides detailed information to all personnel on all aspects of these programs when requested. Assists patients with locating local providers who accept CHAMPUS. Assists beneficiaries with filling out and filing of CHAMPUS claim forms.

Arranges appointments with local providers for patients being referred off base for additional testing or an evaluation that will assist the referring physician with information to make a complete assessment of that patient's condition.

Wellness, Champus, Tricare Programs

Health Benefits Advisor, Wellness, and CHAMPUS/TRICARE Programs
Go to Detail / Record Listing

TRICARE

TRICARE is the DoD "managed-care" health program designed to improve access, ensure affordable and high-quality care, provide choice, and contain overall DoD cost. There are two TRICARE options available in Europe: PRIME and STANDARD. Enrollment in TRICARE Prime is mandatory and automatic for active duty personnel. Immediately upon arrival to the United Kingdom active duty members should report to the TRICARE Service Center located at the 48 MDG, RAF Lakenheath, to register their family members into the medical information system. At that time members will be given the opportunity to enroll their family members into TRICARE Prime.

TRICARE Specifics: (1) TRICARE EUROPE PRIME: The only option that requires enrollment. If you opt not to enroll your family members, they will default to the STANDARD option. A Primary Care Manager (PCM) will serve as the medical manager for all of your health care needs. If your PCM cannot meet your specific health care need, he or she will coordinate a specialty appointment with the appropriate physician. The specialist will notify your PCM of his or her findings so that your PCM can continue to manage your care.

Benefits to active duty and their family members under Prime:

- *No cost

- *Priority access to military treatment facilities

- *TRICARE Europe Health Care Passport which describes your Prime benefits, including how to access out-of-area care.

(2) TRICARE EUROPE STANDARD: The traditional CHAMPUS benefit is not an option for active duty personnel. You can seek care from any civilian health care provider who accepts CHAMPUS, preferably a "participating provider" to minimize your cost share. See Health Benefits Advisor located at the TRICARE Service Center for complete details prior to seeking civilian health care.

Facts about Standard

- *Annual deductible (amount based on grade, required each fiscal year)

- *Cost shares associated with civilian medical appointments

- *Seen on a space-available basis in military treatment facilities

[Go to Overview Section](#)

[RAF Lakenheath: Medical And Dental](#)

[Health Benefits Advisor, Wellness, and CHAMPUS/TRICARE Programs](#)

Name : Dieting-Nutrition

Address : Main Hospital

City : APO State : APO AE Zip : 09464

Phone : 011-44-1638-522463 Fax :

DSN Phone : 314-226-2463 DSN Fax :
Proximity To Site: on base

Name : Smoking Cessation
Address : Bldg 900
City : APO State : APO AE Zip : 09464
Phone : 011-44-1638-522710 Fax :
DSN Phone : 314-226-2710 DSN Fax :
Proximity To Site: on base

Name : TRICARE Office
Address : Main Hospital
City : APO State : APO AE Zip : 09464
Phone : 011-44-1638-528688 Fax :
DSN Phone : 314-226-8688 DSN Fax :
Proximity To Site: on base
Comment :
Office Hours: Mon-Fri 0800-1600

Name : Women, Infant, and Children Overseas
Phone : 226-9016 Fax :
Comment :

Women, Infants, and Children(WIC) Overseas is a nutrition education and supplemental food program for pregnant, breastfeeding, and postpartum women, infants, and children up to age five. Participants may receive food items including milk, eggs, cheese, cereal, peanut butter, juice, or infant formula in an effort to prevent medical problems such as iron deficiency anemia and to promote a healthy weight. Families should call the program office to determine eligibility.

Community Hospitals

See Related Subject, "Health Benefits..." regarding use of the National Health Service (NHS).

See below for the larger hospitals in the area.

Name: Addenbrooks General Hospital

Address: Hills Road

City: Cambridge

Phone: 011-44-1223-245151

Proximity to site: Approximately 25 miles away

Name: Papworth Hospital

City: Papworth Everard, Cambridgeshire CB3 8-RE

Phone: 011-44-1480-830541

Proximity to site: Approximately 25 miles away

Name: West Suffolk Hospital

Address: Hardwick Lane

City: Bury St. Edmunds

Phone: 011-44-1284-713000

Proximity to site: Approximately 15 miles away

Dental Services

The primary mission of the 48th Dental Squadron is to maintain active duty members in optimal dental health.

We will attempt to provide as much routine treatment as possible to family members of active duty. Retirees and all other categories of patients are eligible to receive care on a space available basis. All dental care for nonactive duty patients is provided at the RAF Lakenheath dental clinic. The duty hours for the clinic are 7:00 a.m. to 7:00 p.m., Monday-Friday.

We will make every effort to provide an annual dental examination/cleaning appointment for each family member. Appointments can be made by calling Lakenheath Ext. 3722 from 7:30 a.m. to 7:00 p.m. on Monday-Friday.

Appointments in the specialty areas of dentistry are limited depending on the active duty workload of that department. In addition to our local workload, the dental specialists at our facility are responsible for referrals from all other bases located in the United Kingdom. Orthodontic care is offered, with priority given to those military members and dependents who had active treatment (fixed braces) started prior to notification of assignment here. Due to our heavy caseload, those who elected to have braces placed after receiving notification of assignment may be referred to a civilian orthodontist for completion of treatment at the member's expense.

Emergency dental care is available to all categories of beneficiaries to relieve swelling, trauma, bleeding, or severe pain. After duty hours, a dental officer is on call and patients should report to the RAF Lakenheath hospital emergency room. During normal duty hours, dental sick call is held at 7:30 a.m. and 1:00 p.m.

Dental Services/Directory - on Installation

Clinic POC

Lakenheath Dental Clinic
Mildenhall Dental Clinic (active duty only)

Number

DSN 226-8795/96
DSN 238-2273

Family Member Dental Plan

For more information on this subject:
Air Force Personnel Center
<http://www.afpc.randolph.af.mil/deers/>

TRICARE Family Member Dental Plan (TFMDP) coverage was extended for enrolled beneficiaries residing or traveling in "remote" countries (countries without a full-time military dental treatment facility (DTF)).

Family members should be advised that not all services may be available or accessible in all OCONUS locations. Furthermore, different policies exist if family members receive dental care in CONUS or OCONUS areas. Sponsors and family members should review the appropriate sections of the revised Benefit Booklet provided by the dental contractor.

For additional information, sponsors and family members in the OCONUS service area can call the contractor, United Concordia Companies, Inc (UCCI) at (717) 975-5017 between 3 a.m. - 8 p.m. EST; e-mail fmdpoconus@ucci.com; or browse the Air Force Personnel Center (AFPC) web site. (see below)

Questions may also be directed to the servicing Military Personnel Flight (MPF) customer service or Military Treatment Facility Health Benefits Advisor (HBA).
NON-REMOTE LOCATIONS: OCONUS locations [countries where the uniformed services do have a fixed, full-time Overseas Dental Treatment Facility (ODTF). This includes major European and Asian countries such as Germany, England, Italy, Japan, Korea, etc.]

Enrolled family members may receive OCONUS dental care by host-nation providers for covered services. If the Overseas Dental Treatment Facility (ODTF) is unable to provide specific services, enrolled family members must obtain a Non-Availability and Referral Form from their servicing ODTF and be treated by a dentist on the OCONUS provider listing. The FMDP contractor, UCCI, will then process their claims for services.

TFMDP coverage will be extended to the remaining "non-remote" countries (countries with a full-time military DTF) making the TFMDP benefit portable and worldwide. For additional information, contact United Concordia's Overseas Dental Unit at 717-975-5017 or visit their web site (see Detail/Record listing for web link).

Family members should be advised that not all services may be available or accessible in all OCONUS locations. Furthermore, different policies exist if family members receive dental care in CONUS or OCONUS areas. Sponsors and family members should review the appropriate sections of the revised Benefit Booklet provided by the dental contractor.

For additional information, sponsors and family members in the OCONUS service area can call UCCI at (717) 975-5017 between 3 a.m. - 8 p.m. EST; e-mail fmdpoconus@ucci.com; or browse the Air Force Personnel Center web site. (see below)

Questions may also be directed to the servicing Military Personnel Flight (MPF) customer service or the Military Treatment Facility Health Benefits Advisor (HBA).

RAF Lakenheath: Medical And Dental
Family Member Dental Plan
Name : Air Force Personnel Center
Web Address : <http://www.afpc.randolph.af.mil/deers/>
Comment :
DEERS/RAPIDS Operations Branch
Name : United Concordia
Web Address : <http://www.ucci.com>

Housing

Finding a place to live and getting settled will be the highest priority once you have arrived. There are several agencies at RAF Mildenhall and RAF Lakenheath to make settling in a lot easier. The Main Housing Office is located in Bldg 965 at RAF Lakenheath. RAF Mildenhall does have a Housing Support Office (Bldg 440). Opening hours for both housing offices is 0800-1600 Monday thru Thursday and 0800-1530 Friday. They are closed on Weekends and Federal holidays.

Expect an average of twenty days to find housing.

IMPORTANT PRE-ARRIVAL HOUSING INFORMATION

REPORT TO THE HOUSING MANAGEMENT OFFICE WITHIN 2 DAYS OF ARRIVAL TO VERIFY AUTHORIZED TLA ENTITLEMENTS. YOUR ENTITLEMENTS MAY BE LIMITED IF HOUSING IS AVAILABLE WITHIN YOUR CATEGORY.

The 48 CES/CEH Housing Management Office, located in Building 965 at RAF Lakenheath, serves military personnel assigned to Mildenhall, Lakenheath and Feltwell and can be reached at DSN 226-2796 or commercial (01638) 522796.

A satellite Housing Management Office is located in building 440 at RAF Mildenhall to process TLA OHA and AOHA. They can be reached at DSN 228-5234 or commercial (01638) 545234.

Unaccompanied Housing Management Office is located in Building 917 on RAF Lakenheath and can be reached at DSN 226-1640 or commercial (01638) 52-1640.

If possible make advance reservation at Billeting. When you arrive, if billeting is full, you will be given a non-availability slip and a list of approved and inspected temporary lodging facilities.

Housing Assistance

Retain a carbon copy of your advanced housing application to show proof of your application. Report to the Housing Management Office within two days of arrival to verify your Housing application.

On arrival please complete an Area Preference Form to enable you to select your housing area, this will differ if on TLA.

Visit the Military Personnel Flight to schedule an appointment to attend a housing briefing at Lakenheath or Mildenhall. Do not commit yourself to renting

or purchasing economy housing until you have scheduled an appointment with a housing counselor.

Community Housing

Important Housing Message

Effective 1 Sep 2004 the Housing Management Office is mandated to perform life and safety inspections on all rental properties prior to military member's signing a lease and starting their Overseas Housing Allowance.

MEMBERS CAN NOT SIGN ANY LEASE PRIOR TO CONFIRMATION WITH THE HOUSING MANAGEMENT OFFICE THAT THE PROPERTY HAS BEEN INSPECTED AND APPROVED FOR OCCUPANCY

This new policy will be accomplished using a Life and Safety checklist on the property and results provided to the members. The goal of this inspection is to ensure safe and suitable housing for military members and their families. If you have located a rental through other means than the Housing Referral Office you are required to provide this office with the property address and phone numbers for the Landlord or Rental Agency so that the property can be inspected prior to your lease being signed. Again, you are reminded that no Overseas Housing Allowance can be started until the Life/Safety Check has been accomplished.

DO NOT SIGN A LEASE UNTIL YOU HAVE CONFIRMED WITH THE HOUSING MANAGEMENT OFFICE THAT THE PROPERTY HAS BEEN INSPECTED AND APPROVED FOR OCCUPANCY.

Available community housing is advertised in the Housing Management Offices at RAF Lakenheath and Mildenhall. Also, available on the local area network(LAN)and website. Community housing lists can be obtained 24 hours a day, seven days a week. At RAF Lakenheath the lists are located in the reception area during the business day and in the outer lobby before and after business hours. At RAF Mildenhall, housing lists are located in the reception area during business hours and on the Mildenhall LAN. Both offices provide a courtesy drive program free of charge to assist you with your house hunting.

British homes are smaller than American homes. We recommend you store large furniture. The government will not store furniture while you live on the economy.

Pets (two max in MFH) traveling from the States will have to reside in quarantine kennels for up to 6 months. Please check current legislation on the website listed below.

If you have children you should check that the home you find is on the school bus route. For further information contact the School Bus Office at DSN 226-3753.

Furnishings Management Office

The Furnishings Management Office (FMO) at RAF Feltwell is authorized to give support with loaner furniture and permanent appliances to all command sponsored military members assigned to the Lakenheath/Feltwell/Mildenhall area, and accompanied and unaccompanied personnel authorized to live off base. Customer Service telephone numbers. DSN 226-7029, 226-7030 and 226-7338.

Permanent Appliances and Furniture: Refrigerator, Dishwasher, Range (electric only), Microwave (on base only), Washer, Dryer, Kitchen Cabinet (1 per rental quarters), Wardrobes (3 per family and 1 per unaccompanied) and Transformers (4 per accompanied account and 2 per unaccompanied account).

Loaner Furniture (max 90 days in and 90 days out): 1 ea double bed, single beds (1 per individual), chest of drawers (1 per two individuals), crib, high chairs, dining chairs (as required), dining table, 1 ea coffee table, 2 ea end tables, 1 ea sofa and 2 ea easy chairs.

Housing Facilities Office Notes on Military Family Housing

There are 2,344 Military Family Housing (MFH) units situated at 15 different locations.

Due to construction methods and insurance liabilities, waterbeds are not permitted in MFH.

Due to the climate, there are no Air Conditioning units, or fly screens provided in MFH.

Storage space is limited both externally and internally for many housing units. Very few MFH areas have covered, or garage parking availability. US vehicles generally do not fit in garages.

There are limited parking bays and street parking berths.

NTSC/Non multi system televisions are redundant, unless AFN is provided in the MFH area. Most cable providers use the PAL system.

Properties in the UK range from 600 to approx 1200 square feet, which is smaller than in the US.

The average height of external doors is 78. The average width is 31.8

Not all housing units have multi voltage (220V and 110V) outlets. Community houses only have 220V outlets.

Average Waiting Times for Military Family Housing

Key and Essential Personnel are placed at the top of their respective requirement list and are offered the first available house.

Waiting times are subject to change. It is essential to check waiting times and your status on the housing waiting list at the Housing Management Office upon arrival. All Military personnel are required to process through the housing office prior to making any commitment to rent or buy housing on the local economy. This also applies to those who relocate from their first quarters to another subsequent house.

RENTING OFF BASE: A wide variety of adequate housing is available in the local community and is affordable with your Overseas Housing Allowance (OHA). If you are in the process of house hunting, it might help to have a translation of the terminology used by the estate agents (Realtors) in Britain. A bedsit is usually a one room apartment, sometimes with cooking and washing facilities, but more often these have to be shared with other tenants. A "flat" is the word used for an apartment, while a "maisonette" is a flat on two or more levels. A semi-detached house is a duplex -- a two family home attached by a joint party wall. A detached house stands alone in its own yard. A mews house is one that has been converted from a stable. A terraced house is a town house. A bungalow is a single story dwelling with all accommodation on one floor. A freehold is one where the house-holder has absolute ownership of the land or building. Leasehold means that there is a right to occupy the house or land without title of ownership. Ground rent is a rent you pay to the owner of the land if you buy leasehold.

Some of the most common abbreviations used by estate agents are as follows:
C/H - Central Heat C and C incl. - Carpet and Curtains included in the price EN/S - En Suite, as in en suite bathroom leads directly off the bedroom CLKS - Cloakroom - powder room, half bathroom, usually downstairs DBL/G - Double glazing (double paned window) GND Fl - Ground floor (US first floor). Beware, GRN Fl., can mean basement. Rec Rm - Reception room, meaning a living room, dining room or study WC - Water Closet, or toilet S/D - Semi detached, a duplex Terr. - Terrace house, (townhouse) Robes - Wardrobes, meaning moveable closets Built-in wardrobes - built-in closet GCH - Gas Central Heating OCH - Oil Central Heating

BUYING A HOUSE: There are several differences in house buying in the United States and Great Britain. In Britain a buyer can put in a verbal offer whereas in the USA it is more common to put an offer in writing which can be a binding offer. In Great Britain a person may practice as an estate agent without legal or technical qualifications. However, the majority of estate agents are members of a professional association. The agents in Britain rely on printed descriptions and

may send you alone to see a vendor. Buyers in Britain are free to visit any agent they choose. Multiple listings used by US agents to expose buyers to many properties in the area are not used. In Great Britain total fees for the transfer of property are much lower than in the US, but transfers take longer (could take up to 3 months). A verbal offer made in the UK is subject to contract so that the buyer and seller can both withdraw without obligation. This means that a seller can be offered more money by a third party and he can accept. This is called gazumping.

HOME UTILITIES: There are nearly as many changes to adapt to in England's houses as there are on its roads. In the US household electricity is 110 volt's ac (vac), 60 Hertz (Hz). In the UK it's 240 vac, 50 Hz. The houses are wired differently, making self help wiring projects something to be avoided. Most American appliances can be used here with a transformer to reduce the voltage to 110 vac. However, that does not change the Hertz. Some things, like air popcorn poppers and electric clock radios may not work properly. The transformers are heavy and when operating they produce a lot of heat. Some base housing is equipped for 110 vac electricity. If you decide to rent or buy a house on the economy, you will find a wide range of heating systems, including electric, natural gas, oil, diesel, and solid fuels such as coal, wood, straw, and peat burners. Fireplaces are also common in England. Most of these heating systems require a chimney. Depending on what type of fuel is being burned, your chimney may require sweeping once or twice a year. Most tenants are required to pay for the use of water.

Name: Housing Office
Address: Bldg 440
City: RAF Mildenhall IP28 -8NG
Phone: 011-44-1638-543438/3522
FAX: 011-44-1638-545233
DSN Phone: 238-3438/3522
DSN FAX: 238-5233
Proximity to site: On base

Name: Housing Office
Address: Bldg 965
City: RAF Lakenheath
Phone: 011-44-1638-521840/2804
FAX: 011-44-1638-523712
DSN Phone: 226-1840/2804
DSN FAX: 226-3712
Proximity to site: 5 miles

Housing Allowance

COLA Questions and Answers:

Q. What is COLA?

A. The Cost of Living Allowance, or COLA is an allowance paid to members stationed in high-cost areas overseas. COLA helps maintain the purchasing power so you can purchase about the same goods and services overseas as in the United States.

Q. Does everyone assigned overseas receive COLA?

A. No. If the cost of living in the overseas area where you are assigned is the same as, or lower than it would be in an average area in the United States, you do not receive COLA.

Q. Does the type of housing I occupy affect my COLA?

A. Yes, if you live in the barracks, you will receive less COLA to reflect your lower living expenses.

Q. I have heard that there is also an overseas housing allowance, or OHA.

Does the amount of COLA I receive affect my OHA?

A. No. COLA and OHA are separate allowances.

Q. Is COLA affected by changes in the foreign exchange rate?

A. Yes. The per diem committee monitors foreign exchange rates throughout the year. As the amount of foreign currency your dollar "buys" changes, the per diem committee increases or decreases COLA to maintain your purchasing power.

Q. How often is COLA adjusted?

A. The committee can adjust COLA as often as every payday. Of course, just as it takes time to process an allotment change, it takes a while for the change in COLA to show up in your pay.

Housing Allowances

Housing allowance information is available from the Per Diem, Travel and Transportation Allowance Committee's Web Site:

Rates and Allowances Home Page
Basic Allowance for Housing
Overseas Housing Allowance

<http://www.dtic.mil/perdiem/rateinfo.html>
<http://www.dtic.mil/perdiem/bah.html>
<http://www.dtic.mil/perdiem/allooha.html>

Government Housing

When PCS orders are received you may submit an advanced housing application to RAF Lakenheath Housing Office through your losing base. The housing office at Lakenheath will process the application within 3-5 days of receipt and return a copy of the DD Form 1747 advising you of your waiting status. Ensure that you retain the carbon copy of the advanced application you submitted since it may be needed to show proof that an application was submitted.

There are 2,735 military family housing units at 17 different locations that are available for assignment to active-duty military who have command sponsored dependents.

All military family housing is supplied with a refrigerator, stove, washer and dryer. In addition, most of the houses have 110 volt electrical outlets. Waterbeds are forbidden.

Waiting Lists: (except for "key and essential")

Sr. Officer Key and Essential

Field Grade 05 months 4 Bdrm

" " 02 months 3 Bdrm

Company Grade 05 months 4 Bdrm

" " 01 months 3 Bdrm

" " 03 months 2 Bdrm

Senior Enlisted 12 months 4 Bdrm

" " 06 months 3 Bdrm

Enlisted 26 months 4 Bdrm

" " 12 months 3 Bdrm

" " 04 months 2 Bdrm

Name: Housing Office

Address: Bldg 965

City: RAF Lakenheath

Phone: 011-44-1638-522804

FAX: 011-44-1638-523712

DSN Phone: 226-2804

DSN FAX: 226-3712

Proximity to site: 5 miles

Name: Housing Support Office

Address: Bldg 440

City: RAF Mildenhall IP28 -8NG

Phone: 011-44-1638-543438/3055

FAX: 011-44-1638-545233

DSN FAX: 238-5233

Proximity to site: On base (across from the Post Office)

Community Housing

Effective 1 Sep 2004 the Housing Management Office is mandated to perform life and safety inspections on all rental properties prior to military member's signing a lease and starting their Overseas Housing Allowance. Members can not sign any lease prior to confirmation with the Housing Management Office that the property has been inspected and approved for occupancy.

BRITISH HOMES-British houses are generally smaller than American houses. Oversized furniture such as an 8 foot sofa, a large triple dresser, king or queen size bed should be given careful thought. Narrow staircases, passageways and doors may prevent you from getting the oversized furniture into the homes. Please be aware of possible limited closet space in many British homes.

The average cost for housing off-base is:

1BR: \$465 or 310 (REMEMBER THE POUND FLUCTUATES)

2BR: \$585 or 390

3BR: \$732 or 488

4BR: \$1058 or 705

5BR: \$1350 or 900

Rent will vary based on how far from the base you are living. The further away the cheaper it will be. Please check with the Housing Office for purchase costs. Estate Agents (Realtors) deal in rental properties and sales. A list of area agents is available at the Housing Office or can be found in the Yellow Pages or through local newspapers. The average cost for an agent is 60 and is payable once you have an accepted rental contract.

*See power point presentation for Buying a Home in the United Kingdom.

Utilities

All utility companies will automatically bill you quarterly, unless you make other arrangements. You do have the option to ask for a monthly billing, which will require you to pay by an automatic debit to your sterling (pound) account. This monthly basis is called a "Budget Plan", where you and the company will estimate your annual usage and you will be billed 1/12th of the estimate. Please be aware that if your usage is higher, you could owe a sizeable amount at the end of the year. It would be wise to read your meter periodically and compare it with the original estimate. Adjustments can be made, as needed. The Budget Plan is offered by British Gas, British Telecom, Eastern Electric, and the TV Licensing Board.

A third option is to buy "pre-paid" utility cards, which are inserted in your electric meter and you can see the number of "units" remaining as they click down. There is an "emergency button" on these meters, should your card run out and you need heat. These cards can be purchased from local British Post Offices.

Name : Eastern Electric

Address : Barton Road

City : Bury St. Edmunds Zip : IP32 27BG

Phone : 011-44-1284-763111 Fax :

Deposit : #90 - #125 Minimum Lease Time :

Proximity To Site: Approximately 16 miles

Comment :

Rate-Cost: 50 - 70

Hook-up Fee: No cost with 48 hour notice

Military Waiver of Deposit: Setting up direct debit

Electricity is the most expensive type of heating. The cost will vary depending on the size and structure of the house, amount of hot water used, etc. Like in the US, you pay for what you use. It definitely pays to look for economy housing with features like double glazed windows and "economy 7" electricity. The Housing Office can assist on what features to look for to save on utility bills. The company will bill you on a monthly or quarterly schedule or they will debit your bank account once a month if you prefer. The bill will be an estimate, with actual readings of the meter normally occurring at least once a year. You are highly encouraged to read your own meter so large discrepancies in the estimated and actual usage will be quickly noticed.

Name: British Telecom

Address: 1 Regent Street

City: Cambridge

Comments: Rate-Cost: Billed quarterly 23.69 pounds If renting a phone, add 5.25 pounds quarterly. Hook-up Fee: 25 pounds if there was service before; if not, hook up cost will be 116.33 pounds

Phone : 0800 872 872 Fax :

Deposit : See Comments Minimum Lease Time :

A phone call to BT from a military member can activate a waiver of deposit.

There is a hook up fee of 31.30 if there was service before in the place you live.

If not, the hook up could cost 163. There will be a quarterly fee of 18.46 for the line. If renting the phone, add 3.80.

YOU WILL PAY FOR EACH OUTGOING CALL YOU MAKE, THE AMOUNT TO BE DETERMINED BY THE DISTANCE, TIME OF DAY, AND LENGTH OF CALL. Phones can become very expensive.

Name: British Gas

Address: Customer Service Center, Roundtree Way

City: Norwich

Phone: 0645-555700

Comments: Rate-Cost: 10.3 pence per day standing charge + 1.566 pence per kilowatt Hook-up Fee: None (if already installed) Deposit: None (if already installed)

Name: Cable Television

City: Mildenhall Village

Phone: 01638-711345

Comments: Rate-Cost: AFN is free. Various cable packages are available. Full cable \$35.00 package includes Country Music, Sky One, Sky Movies Plus, TNT cartoon, UK Gold, Nickelodeon, AFN, AFN radio, MTV, children channel, discover, CNN news. The \$47.00 package includes the \$35.00 package plus a Sky Movies Gold, Sky Sports, and the Movie Channel. AFN is only available in on-base housing.

Name: Anglian Water

Phone: 0800-919155

Name : Anglian Water (Water/Sewage)

City : Cambridge Zip :

Phone : 011-44-1223-420124 Fax :

Proximity To Site: Approximately 25 miles

Comment :

As a general rule, water is not metered; charges are based on the size/value of the property

Hook-up Fee: No cost if you have a meter

Other Offices and Telephone number

Colchester: 011-44-1206-774000

Wisbech: 011-44-1945-588444

Norwich: 011-44-1603-225000

Name : Cable Investments Limited (Cable TV)

City : RAF Lakenheath Zip : IP28 8RB

Phone : 011-44-1638-532323 Fax :

Deposit : Minimum Lease Time : 90 days

Proximity To Site: On base

Comment :

Armed Forces Network Free. Full cable package includes four British stations, AFN, Sky movie channel, MTV, children's programs, and CNN.

Name : MilSat (Cable TV)

Phone : 011-44-1638 712345 Fax :

Comment :

Call for details.

Furniture Management Office

Furniture Management Office, RAF Feltwell, Bldg 73

Hours of Operation: M, T, Th 8:00-4:00, W 10:00-4:00, F 8:00-3:30

Phone: (011) (44) (1638) 827-029, DSN: 226-7029, FAX: 226-7206

Authorization is based on the number of command-sponsored dependents that are reflected on PCS orders and amendments thereto. Increase in family size needs to be supported with appropriate documentation (Birth or Marriage Certificates, AF Form 2095, Assignment/Personnel Action Orders or Amendments); authorization will be adjusted accordingly. One copy of orders is required and the active duty member or spouse can sign for the items. However, if the individual(s) are renting a property then the landlord/tenant agreement (obtained from the housing office) must be completed and submitted as well. All members authorized support are entitled to the following items on a permanent basis during their tour:

- Refrigerator
- Range (electric only)
- Washer and Dryer
- Wardrobe -2 per family/1 per unaccompanied account (for economy housing only)
- Kitchen Cabinet -1 (for economy housing only)
- Transformer -2 per accompanied/1 per unaccompanied account (for housing with no 110 voltage or 110 voltage on the ground floor only)

A loaner kit consisting of basic essential furniture is also available for all authorized personnel for up to 90 days after arrival, pending receipt of incoming household goods and for up to 90 days before departure. The following items are authorized in quantity shown:

Bedroom

Double Bed (complete)- 1 per 2 individuals

Single Bed (complete)- 1 per individual

Chest of Drawers- 1 per 2 individuals

Crib- 1 per infant (under 35 inches)

Living Room

Coffee Table- 1

Easy Chair- 2 per accompanied account/1 per unaccompanied account

End Table- 2

Sofa- 1

Dining Room

Dining Chairs-as needed

Dining Table-1

High Chair- 1 per child

*Single or unaccompanied personnel who are sharing a house/apartment are not issued like items except for bedroom furniture.

Relocation Services

As a new arrival, you may feel like you're in limbo while awaiting your household goods. The Family Support Center is here to help make things easier. Upon your arrival the Base INTRO office will schedule you for a Relocation Family Support Center Newcomer's Briefing, also you will tour the FSC. We have many classes for our new arrivals, a newcomer's bus tour and you can make individual appointments as needed at the Family Support Center.

Relocation Assistance

Relocation is a challenge! It's never easy to leave family and friends behind. While no move is without its difficulties and annoyances, careful planning can often be the big difference between a routine relocation and financial/emotional hardship. Contact the Relocation Assistance Program, at the base nearest you, as soon as you receive notice of your PCS, for more information on your new duty station.

The Relocation Program at the Family Support Center offers classes such as "Welcome to Britain", which will introduce you to the culture of Great Britain and where to go and what to do. We also have a Newcomer's Bus Tour which takes you to the county town of Norwich, full of history and shops. At the Base Overseas Orientation you will be introduced to the Wing Commander and will receive several informative briefings, including information from our British Community Relations Advisor about cultural differences.

While you wait for your household goods shipment, Family Services will loan a variety of items to you. Pots, pans, dishes, silverware, linens, irons, cribs, car seats, strollers and other selected items are available FREE OF CHARGE for an initial period of two months, which can be extended if your goods are delayed. Just stop by Family Services, Bldg 460 (in the Family Support Center) with a copy of your orders between 0900-1500.

Please note that pillows and towels ARE NOT available for loan, due to hygiene reasons. Keep this in mind when packing your "unaccompanied baggage".
ARE YOU READY TO LEAVE?

1. Passports/Visa's in hand?
2. Certificates of Vaccination in hand? (required for Service Member only)
3. Phone numbers left with someone in the States, and carried with you?
4. Insurance on household effects secured?
5. All other insurance in order?
6. Paid up or made arrangements to pay up all local bills?
7. Post Office and regular correspondents notified of Change of Address?
8. Travel claim readily available?
9. Travelers' Checks purchased? (Keep receipts)
10. Travel tickets in order? (Keep tickets including any unused portions)
11. Baggage properly tagged? (Remove all tags/stickers which identify you as a member of the military when traveling other than via DOD)
12. Arrangements completed for pets?
13. Reading material - magazines organized?
14. School records packed in accompanied baggage?
15. Family members Medical and Dental records packed in accompanied baggage?

16. Current state driver's license and instructions for renewal during tour? (if necessary)
17. Statement from insurance company regarding your accident-free driving record for up to seven years?
18. Registration and other documents concerning automobile shipment?
19. Bank arrangements completed?
20. ID cards current?
21. Several ID Card and Passport Photos on hand for each member of your family?
22. International Driver's License for all licensed drivers?
23. All unaccompanied baggage shipped?
24. Household Goods papers packed?
25. Have you kept your sponsor informed and up-to-date?
26. Have you drawn all necessary advances?
27. Snacks/Entertainment for children?

In Transit Emergencies

Call TMO Passenger Section if you miss the shuttle (the plane was delayed) or your requested taxi fails to meet you upon arrival at the airport at 01638-542061 (duty hours) or 01638-542339 (non-duty hours). If you need British change to use the pay phone, there is a foreign cash exchange at each airport. Before you leave make sure you have all important papers with you - not packed with your household goods.

Make sure you have important phone numbers (your new squadron orderly room, TMO taxi, your sponsor, etc.). Your sponsor can be invaluable in case of an emergency while in transit.

The American Red Cross is a great resource and can be located in most major towns. Contact the nearest chapter listed in the local phone directory. The Air Force Aid Society (AFAS) is a non-profit organization that helps the Air Force take care of its own in emergencies through interest-free loans or grants for basic needs. They may be able to help with unforeseen required travel, emergency car repair, lodging, or food; when applicable due to extraordinary costs involved with a PCS. There should be an AFAS office at any Air Force base you may be near. If you are not near an Air Force base, the American Red Cross and other Department of Defense "Aid Societies" can contact HQ Air Force Aid and receive approval to provide assistance for them (Air Force Aid will reimburse them).

Bring your SITES booklet with you so you'll have first hand information about RAF Mildenhall.

Financial Preparedness

For more information on this subject:

Per Diem Committee

<http://www.dtic.mil/perdiem/>

The following Web site is available for you to calculate your own COLA (Cost of Living Allowance) and OHA (Overseas Housing Allowance) the code for RAF Mildenhall is UK352.

The moment you receive your PCS orders, you and your family become eligible for a whole range of special pays, allowances and reimbursements. Not every PCS carries the same entitlements and not all categories of expenses are reimbursable. Be sure to keep all receipts and maintain accurate records in a notebook or ledger (this could help for tax purposes as well).

Advance Pay, Travel Funds and Allowances - The final word has to come from your Finance office, here are some of the categories of assistance related to a PCS:

ADVANCE PAY: You are eligible for advance pay once you have your orders - an interest free loan of up to three months base pay to help with moving expenses. Advance pay is not automatic - you must apply at the Finance Office. It is normally repaid in 12 monthly installments as a deduction from your paycheck. Exercise extreme caution when taking advantage of advanced pay. Repayment requirements could put you in a financial bind. [Advance pay is authorized to purchase a right hand drive car.]

MOVING IN HOUSING ALLOWANCE (MIHA): Available exclusively to those moving overseas, where homes may not include the usual amenities (medicine chests and light fixtures, for example) that we take for granted in the States. A MIHA is a one-time payment intended specifically for the purchase of such items. See "Housing Allowances" for current rate - subject to change based on the fluctuation of the exchange rate.

TEMPORARY LODGING ALLOWANCE: New arrivals at overseas bases qualify for this allowance. TLA is authorized to partially reimburse a member for the more than normal expenses incurred during occupancy of temporary lodgings including expenses of meals when residing in lodgings which do not have facilities for preparing and consuming meals. Payments are based on rank, family size and other factors, and need not be repaid. ***The member must take billeting receipts and orders to the Housing Office to file for payment.*** Stop by your Finance Office soon regarding these and other possible entitlements. (Also, see "Housing" for information on COLA and Overseas Housing Allowances.)

ECONOMIC REALITIES - Life overseas can prove to be a financial hardship for some, due to limited employment and transportation, increased costs and being so far from home. It is important to plan, save and be aware that many resources you have come to expect in the U.S. are NOT available overseas. They include unemployment, and

****FOOD STAMPS AND WIC PROGRAMS are NOT available.****

ELECTRICITY-Because electricity is supplied at 240 volts, 50 Hz (cycles per second) instead of the American 60 Hz (cycles per seconds), electric American time-pieces (such as American clocks and clock-radios) will NOT keep accurate time. Some appliances won't work exactly right or at all. To run American appliances that are not dual voltage/cycle, you will need a transformer, but this will not change the cycles and as a result may shorten the life of large appliance motors (washer, dryers and refrigerators). Because of this large appliances (washer, dryer, refrigerator, stove and large transformers) are available to command sponsored personnel through Housing Supply for the duration of your tour. Smaller appliances such as toasters, irons, stereos and computers should work OK with transformers. American lamps can be easily converted to work on 220 Voltage.

****Don't put your PHONES into Storage!****

American phones (including answer machines and cordless phones) can be used in England, simply by purchasing an adapter for approximately \$6, available at the Exchange, the Sports Store, BXtra Mall or local electronics stores.

TV LICENSE-American television sets are not compatible with British broadcasting transmitting systems and cannot be converted. You may use your American television to play American VCR tapes or as a monitor for your personnel computer. American televisions will not receive from British VCRs nor will American VCRs play British tapes. If you have a television receiving British TV signals you must pay the "annual" TV license fee of 109.00 pounds for a color TV and 36.50 pounds for black and white, no matter how many televisions you own. ****There is a 1000 pound penalty for not having a TV license.****

ROAD TAX: Each vehicle with a engine greater than 1200cc will be taxed 160 pounds a year or 88.00 pounds for 6 months. Vehicles with a engine smaller than 1200cc will pay 105 pounds a year or 57.75 for six months. (This is an annual requirement to drive on British roads.) If your car is imported (shipped) into the UK, it will be tax free for the first year - then you must pay.

CAR INSURANCE: Insuring an American car can be very expensive. Please ask your sponsor to check on local costs and you can call USAA or GEICO while stateside to get a quote for overseas coverage.

****Bring a "no claims" statement letter from your previous insurance company(ies) covering the last five years, including number of vehicles insured and individuals covered. Each year you have been "claim free" equates to a discount from your insurance premium, up to 60%.**

See also "Support Services" related subject "Family Centers" and "Tips for First Termers" related subject "Money Matters".

Name: 100 CPTS Home Page

WWW Link: <https://wwwmil.mildenhall.af.mil/100arw/fm/>

Comments: Your Finance web page for Mildenhall. Constantly being updated and revamped so bookmark it and visit any time. Ensure you go to Related Links to find the majority of information.

Name: Air Force Financial Services Center

WWW Link: <http://www.saffm.hq.af.mil/affsc/index/index.cfm>

Comments: Topics that include civilian and military pay and retirements, as well as personal finances.

Exceptional Family Member Program

The Exceptional Family Member Program (EFMP) is a mandatory enrollment program that works with other military and civilian agencies to provide comprehensive and coordinated medical, educational, housing, community support, and personal services to families with special needs.

An exceptional family member is a family member (child or adult) with any physical, emotional, developmental, or intellectual disability that requires special treatment, therapy, education, training or counseling.

Name: EFMP Coordinator

Address: Bldg 914

City: RAF Lakenheath

Phone: 011-44-1638-528070

DSN Phone: 226-8067

Comments: Hours: 0730-1630 Mon-Fri All incoming EFMP families are encouraged to contact the EFMP Officer shortly after arriving.

A Support Group meets monthly on RAF Lakenheath for Families with Special Needs Children. Meets in Bldg 611, the third Wednesday of each month.

Contact the Early Intervention Office for POC 011 44 1638 52 8926 or DSN 226-8926.

Household Goods

Household Goods Out-Bound Shipments

Attend a Smooth Move briefing at your current Family Support Center to get all the information needed to make this a successful move.

Stop at TMO to pick up the booklet, "its Your Move," which will assist you in preparing your household goods for shipment.

Household Goods In-Bound Shipments

****There is NO nontemporary storage in the United Kingdom.****

Therefore, it is very important that you only ship those items that you absolutely need. If, at the time of delivery you discover that your house will not accommodate all of your property there are NO PROVISIONS to ship that property back to the United States or as mentioned above into nontemporary storage. Feltwell furnishings will provide you with a washer, dryer, and refrigerator for the duration of your tour.

Name: Traffic Management Office

Address: Bldg 426

City: RAF Mildenhall

Phone: 011-44-1638-542927

FAX: 011-44-1638-542646

DSN Phone: 238-2927

DSN FAX: 238-2646

Household Goods Claims

The United States government may reimburse individuals for several types of losses provided no negligence exists on the part of the claimant. You may obtain claims information by calling the claims office listed below. The majority of claims filed against the government and the type of interest to most personnel are claims during PCS or TDY shipments.

Name: Claims Office

Address: Bldg 428 (Legal Office)

City: RAF Mildenhall

Phone: 01638-542028

DSN Phone: 238-2028

Comments: Hours: 0730-1630 Mon-Fri Claim briefings are held Wednesdays at 0830 and 1500. The following tips will help you ensure that if any of your property is lost or damaged in shipment, you can file a well-documented claim and be paid what you deserve.¹ The inventory is the most crucial step in the process. You simply must control the packing and inventory of your household goods. If items

are not listed on the inventory, you may not be paid for them when you file a claim.* Common Complaints - Too many packers and it was too hard to watch everything. If you are so overwhelmed that you cannot observe your property being packed/listed on the inventory, call TMO and complain. If you cannot be present, make sure your spouse or agent knows what to do. If all else fails, make a statement on the inventory describing the problem.* Make sure that the packers write adequate descriptions of the contents on the boxes and on the inventory. They do not have to list every item, but should write the general category of the items on the outside of the boxes and on the inventory.* Make sure that items that would not logically be packed in a certain box are specifically listed. Examples: tools packed in a box marked clothes; a lamp packed in a box marked garage items. If you later claim for an item that would not reasonably be expected to be found in a certain box, you may not be paid for it.* Make sure the carrier employee describes the condition of your property correctly. If you disagree with his notations on pre-existing damage, write your exceptions at the bottom of each inventory sheet.* High-value items absolutely must be listed on the inventory.2. Prepare your own personal inventory and gather substantiation of your major items. Make a list of the major items you own such as furniture, electronic equipment and art objects. List the purchase prices and dates and collect the documentation to prove it; paid bills, credit card slips, canceled checks, pre-shipment appraisals, etc. Take photographs (or a video tape) to show the condition of the property. Keep this information separate from your household goods.3. With good personal and movers' inventories and substantiation of ownership and value, you will be in good shape. After delivery you still must fill out the DD Form 1840/1840R to report any loss or damage.

Household Goods Weight Allowances

Grade	Allowance w/Dependent	Allowance wo/Dependent
Aviation Cadets	8,000	7,000
Service Academy	5,000	1,500
Cadets/Midshipmen - - -	350	
E1-E3	8,000	5,000
E4	8,000	7,000
E5	9,000	7,000
E6	11,000	8,000
E7	12,500	10,500
E8	13,500	11,000
E9	14,500	13,000
W-1	N/A	N/A
W-2	N/A	N/A
W-3	N/A	N/A
W-4	N/A	N/A
O-1	12,000	10,000
O-2	13,500	12,500

O-3	14,500	13,000
O-4	17,000	14,000
O-5	17,500	16,000
O-6+	18,000	18,000

Privately Owned Vehicles

POV Out-Bound Shipments

You must have a confirmed appointment with Transcar and a Request for Transportation Services form from TMO prior to turning in your vehicle. See "POV In-Bound Shipments" above.

POV In-Bound Shipments

Effective January 31, 2001, you must show the U.S. port or vehicle processing center your Title (if you own your car) or a letter from the Lien Holder (BankCredit Union, etc) authorizing you to ship the POV Overseas. If you don't have one of those documents, the port or vehicle processing center will not accept your car for shipment overseas.

Brandon: Map and directions available from TMO upon your arrival. Please take the following documents when picking up your POV: Valid ID card, proof of UK car insurance, 3rd AF driver's permit, DD Form 788 (POV shipping document), PCS orders, power of attorney (If someone other than military member picks up vehicle, British Sterling for gasoline and a set of keys. **Please note any damages to your POV while still at the port, on form DD788 during inspection and take to the legal office-claims section. All inquiries on inbound POV's should be routed through TMO Inbound Section.

Name: Transcar UK Brandon Vehicle Processing Center (VPC)

City: Brandon

Phone: 00800-87267227

FAX: 01842-813051

Comments: Hours: 0800-1630 (Mon- Fri) by appointment only VPC allows shippers the opportunity to mail or FAX paperwork for shipment of POV, to arrive a minimum of five days prior to desired turn-in date of POV. This system speeds vehicle processing time. For more information call the VPC. Please take the following documents: 6 copies PCS orders, ID card, DD Form 430 from Pass & ID.

POV Claims

See "Details" below.

Name: Claims Office

Address: Bldg 428 (Legal Office)

City: RAF Mildenhall

Phone: 01638-542953

DSN Phone: 238-2953

Comments: Hours: 0730-1630 Mon-Fri

Pets

Pet Transportation

- You must pay for the shipment of your pet. Only two pets per family are authorized (without a waiver).
 - Airlines (AMC terminals) do not sell, lend or rent pet shipping containers.
 - Owners are totally responsible for immunizations, clearances, ground transportation and quarantine costs.
 - Owners must have a DD Form 2208, rabies vaccination certificate or equivalent, when making reservations.
 - Make pet reservations when you make your own travel arrangements. Pets will be shipped on a commercial airline, at your expense.
 - Reserve pet space ASAP since commercial airlines have rules for shipping pets. A list of near-by authorized carrying agents is included in the related subject in the section called "Pet Quarantines".
- *NOTE - If you're shipping your pet they must come in on a commercial flight into a commercial airport. See your Transportation Office for more details.

Pet Quarantines

See the above info on the UK Pet Travel Scheme (PETS) and the rules below for more detail.

PART 1: THE RULES

PETS applies to dogs and cats which have been, in this order:

- microchipped (part 2, step 1)
- vaccinated against rabies (part 2, step 2)
- blood tested at a recognized laboratory (part 2, step 3)
- issued with an official PETS certificate (part 2, step 4)
- treated against ticks and tapeworms and issued with an official certificate of treatment (part 2, step 5)

Your dog or cat can be fitted with a microchip in any country. The rabies vaccination (and boosters), blood sampling, tick and tapeworm treatment and issue of official certificates should normally be done in the same qualifying country (i.e. USA or Canada).

Please note: As Hawaii has been part of PETS since 31 January 2002 that State issues its own official PETS and tick and tapeworm certificates. Dogs and cats are required to enter the UK on an approved air route and travel as cargo in a container bearing an official seal (parts 3a and b). You will also have to complete a declaration of residence confirming that your animal has not been outside certain countries in the 6 months before entering the UK (part 3c).

The six month rule

Your dog or cat may not enter the UK under PETS until 6 months have passed from the date that your vet took the blood sample which gave a successful test result. Once the vet has signed the PETS certificate and that 6 month period has passed, the PETS certificate is valid and your animal may enter the UK. This rule is necessary because an animal infected before vaccination would not be protected against rabies by the vaccine. Six months is the maximum time needed for most infected animals to display any clinical signs of rabies.

You are responsible for obtaining the correct documentation for your dog or cat to enter the UK under PETS. We strongly recommend that you obtain all the necessary certification before you travel. Bring the supporting documents (e.g. vaccination record card, blood test result) with you.

PART 2: PREPARING YOUR DOG OR CAT

Step 1: Micro chipping

Your dog or cat must first be micro chipped. In Europe, ISO (International Standards Organization) Standard microchips meeting specifications 11784 or Annex A to ISO Standard 11785 are generally used. A different type of microchip is often used in the USA and Canada. If the microchip used does not correspond to one of these ISO Standards, you are advised to bring your own microchip reader, particularly if you intend to travel to Europe with your animal and then return to the UK under PETS.

Get your vet to test that the microchip works before and after it has been fitted and each time your animal visits the vet.

Step 2: Rabies vaccination

Your dog or cat must be at least 3 months old before being vaccinated. The vaccination must be done after it has been microchipped. Make sure your vet checks the microchip number and enters it on the vaccination record. If your animal has been vaccinated before it was fitted with a microchip, it will have to be vaccinated again.

Vaccination record card

When your dog or cat is vaccinated, make sure your vet records the following on its vaccination record:

its date of birth/age (if known)

the vaccine product name

the microchip number

the batch number

the date of vaccination

the date by which the booster must be given

Booster vaccinations

After your dog or cat has been vaccinated and successfully blood tested, it will need regular booster vaccinations. These must be given by the "Valid until" date

on the PETS certificate (step 4). If this date is missed, your animal will have to be vaccinated and blood tested again and the 6 month rule will apply from the date the new blood sample is taken.

Step 3: Blood test

After vaccination your dog or cat will need a blood test to make sure that the vaccine has given sufficient protection against rabies. They will advise you on the best time to do this. Your vet will arrange to take a blood sample and send it for testing to a laboratory recognized by the UK's Department for Environment, Food and Rural Affairs (Defra). Make sure that the vet gives you a record of the date the sample was taken with the microchip number clearly stated.

A successful result will show that the rabies neutralizing antibody titre was equal to or greater than 0.5 IU/ml. Ask your vet for a copy of the blood test result, with the microchip number clearly stated, and keep it safe. Be warned that if your animal fails its blood test it will probably need to be vaccinated and blood tested again and the 6 month rule will apply.

Step 4: PETS certificate

After your dog or cat has passed its blood test, you should get an official PETS certificate which will show that your animal has been microchipped, vaccinated against rabies and successfully blood tested.

How to get a certificate

Only vets authorized by the USA or Canadian government can issue the certificate. Take your animal, its vaccination record and blood test result when you go to get the certificate. If you do not have an official certificate when you travel, you will have to license your dog or cat into quarantine in the UK before you travel with a view to obtaining its early release (part 5a). Bring your animal's vaccination record and blood test result with you to support a request for early release.

Validity of the certificate

The certificate will show "Valid from" and "Valid until" dates. Your dog or cat can enter the UK only between these dates. The "Valid from" date will be 6 months from the date that the blood sample was taken which gave a successful test result.

Ask your vet for a renewal certificate each time your animal is given its rabies booster. The booster must be given by the "Valid until" date (see step 2 if the date is missed). Renewal certificates are valid as soon as they are issued.

Step 5: Treatment against parasites

Before your dog or cat can enter the UK, it must be treated against certain ticks and tapeworms. Any registered vet can do this. You cannot give the treatment

yourself. Make sure the vet checks your animal's microchip number with a scanner before treatment.

This treatment must be done between 24 and 48 hours before your animal is checked-in on an approved route to the UK. It must be done every time your animal enters the UK.

Dogs and cats must be treated for the tapeworm with a product containing praziquantel and for ticks with a product licensed for use against ticks which has a marketing authorization in the country in which it is given. Tick collars are not acceptable. Dogs and cats entering quarantine with a view to early release can have the treatment done when in quarantine.

The certificate of treatment

After your dog or cat has been treated, the vet must give you an official certificate (not a private veterinary certificate or headed letter) to show that it has been done. An official certificate is one issued for the purposes of PETS by a government authority of the USA or Canada. It will have the name of the government department at the top.

Make sure the certificate shows your animal's microchip number, the date and time of treatment and the products used. The vet must also sign, stamp and date it. Keep the certificate safe.

PART 3: TRAVELLING TO THE UK

(a) How to travel

Dogs and cats traveling from the USA or Canada are required to travel to the UK on an air route approved for PETS by the UK Government. These routes will take you only to an airport in England, not one in Scotland, Wales, the Channel Islands, the Isle of Man, Northern Ireland or the Republic of Ireland. Animals traveling from the USA or Canada may not enter the UK on a route departing from any other country. They must also travel as cargo in a container bearing an official seal (part 3b). Check costs, requirements and procedures with your travel company well before you travel.

Visit the PETS website or call the Helpline for the latest information on routes (part 6).

If your animal does not travel on an approved route, before you travel you will need to arrange for it to be licensed into quarantine on its arrival in England. It may be eligible for early release from quarantine (part 5a).

Arrange with the transport company for the PETS certificate and the tick and tapeworm certificate to accompany your pet (keep copies for reference).

(b) Seals on containers

Dogs and cats coming to the UK under PETS, or those entering under early release arrangements, must travel in a container complying with International Air

Transport Association (IATA) standards and bearing an official seal. The seal ensures that your animal is not exposed to the risk of infection from rabies on its journey. A government official (such as a customs or immigration officer) must apply the seal and record the seal number either on the official certificate of tick and tapeworm treatment or on the import license (if your animal is being licensed into quarantine - part 5a). Airlines can help you with these arrangements, so contact the airline as early as possible before you travel.

If the seal is broken during the journey, a government official of the country in which it was broken must replace it with a new seal. The official must certify in writing that your dog or cat did not come into contact with any other animal between the time the original seal was broken and the new one was applied. The new seal number must be recorded as indicated above.

If it is necessary for your animal to be removed from its container, the airline will do so under official supervision.

(c) The declaration of residence

When you arrive in the UK with your dog or cat you must fill in a PETS 3 form. This is a declaration that your animal has not been outside the PETS countries in the previous 6 months. The list of countries is shown on the PETS 3A form accompanying PETS

3. You can either get these forms from the transport company when they check your pet or in advance by ringing the PETS Helpline (part 6).

You may still sign this declaration as long as your dog or cat has not left its container (unless under official supervision) during transit or stopover on its journey to the UK.

(d) Customs formalities

You are required to complete Customs formalities for dogs and cats entering the UK from the USA or Canada. An agent, travel company or airline should be able to do this for you and may charge for this service. Alternatively, you might be able to make your own arrangements. This would involve contacting the Customs authorities at your arrival point in the UK to obtain details of the necessary procedures and the appropriate Customs form. We advise you to discuss these charges with your agent, etc before you travel as they might be included as part of a package. The UK Government does not set these charges.

(e) Charges on arrival in the UK

Airlines will usually cover flight and UK handling charges in the ticket price for your dog or cat. Check when you make your booking. No charges are made by Defra.

PART 4: THE PETS CHECK

Dogs and cats will be checked at the airport when they land in England. Your animal's microchip and both the official PETS certificates will be checked. You

will also have to provide the top copy of the completed PETS 3. The seal on your animal's container should also be intact.

If any of these checks fail, your dog or cat will either have to go into quarantine or be re-exported. If your animal has failed only because it has not met the rules on tick and tapeworm treatment, it may be possible to have it treated on arrival and then held for 24 hours after treatment. If the animal arrives at Heathrow, this can be done at the airport. In other cases it will have to be done at local quarantine premises. If it is treated in quarantine, you will have to seek approval for its early release (part 5a).

We strongly recommend that you check that all is in order before you travel to the UK with your dog or cat.

PART 5: DOGS AND CATS IN THE UK

Dogs and cats that have first entered England under PETS can travel freely within the United Kingdom (England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man) and between these countries and the Republic of Ireland without the need for any additional documentation. However, take your PETS documents with you in case you need to show them.

(a) Early release from quarantine

Dogs and cats entering the UK which do not meet all the requirements of PETS must be licensed into quarantine. An animal in quarantine can become eligible for early release from the date that it can be shown to comply with all the necessary requirements of PETS. To license your dog or cat into quarantine, you must obtain an import license from Defra before it travels. You will need to arrange with the transport company for the license to accompany your animal (you should keep a copy for reference). You will have to meet the costs of quarantine.

For more information and details of how to apply for an import license, ring the Quarantine Section at Defra on 011 44 20 7904 6214 or write to them at Defra, Area 211, 1A Page Street, London, SW1P 4PQ, or visit the PETS website (part 6).

ADDITIONAL ADVICE FROM TEAM MILDENHALL'S COMMUNITY RELATIONS ADVISOR:

Having listened to the experiences of many of our families who have wrestled with the PET Scheme, they're unanimous in advising that you DON'T mention the Pet Scheme to the airline when booking a space for your pet. If you do, you'll have to use only designated airlines out of specified airports, use special containers fastened in specific ways, and will be charged an exaggerated price. Simply say our pet is going into quarantine in the UK-which is true-and then, when you get here, apply for your pet's early release. The quarantine kennels are happy to help you accomplish this, and you are not doing anything illegal.

THE QUARANTINE FACILITY (QF)

The nearest facilities for both cats and dogs are:

1. Little Acre Quarantine Kennels and Cattery near Whittlesey in Cambridgeshire, about an hour's drive from the base and run by David and Sue Williams. You can contact them on (0 if you're calling from inside the UK) 1733 840291. Their fax number is (0) 1733 8403348.
2. Four-in-Hand Kennels and Cattery at Sharnbrook, near Bedford, about 80 minutes drive from the base, run by Derek Stephens and Kay Coor. You can call them on (0) 1234 781431, visit their web site at www.fourinhand@micromat.net or email them at Derek@fourinhand.co.uk. When your pet arrives, it will be collected by the quarantine van and driven to the QF. Then, when you're ready to collect it, take the facility manager your PETS paperwork and ask him to apply for early release. Also, you can fax all your PET Scheme paperwork ahead of time to Pat Allen, who is a member of DEFRA's PETS helpline. She's had a lot of experience helping our USAF families and will scrutinize your paperwork to make sure that it's all in order. That way, you still have time to correct any mistakes before the animal is actually put on the flight to the UK. Pat's vas number is 44 (0 if dialing from inside the UK) 207 904 6206. You can also call her on 44 (0) 207 904 6843 (be persistent –her line's very busy) or email her at: Patricia.c.allen@defra.gsi.gov.uk. She's available 0900-1700 Monday through Friday.

(b) Taking your dog or cat out of the UK

If you take your dog or cat from the UK to a European PETS country and want to return later, you will need to get a UK PETS 1 certificate from a government-authorized vet in the UK before you go. Make sure you bring your animal's vaccination record and a copy of its blood test result with you. For more information, including details of requirements for your animal to enter other European PETS countries, see the Pet Travel Scheme European Countries fact sheet available on the PETS website (part 6).

(c) Dangerous dogs

It is illegal to possess certain types of dogs in the UK. For a list of prohibited breeds visit the Defra website at see the detail below (click on 'policy on general animal welfare' and scroll down to 'The Control of Dogs') or phone Defra on 011 44 20 7904 6910. If you bring one of these dogs into the UK, you could be prosecuted and the dog seized and destroyed. If in doubt, don't travel with it.

(d) Health and welfare of your dog or cat

We strongly recommend that you consult your vet if you have any doubts about the health and welfare of your dog or cat when traveling. If your animal is ill or

injured, it may not be healthy enough to withstand the trip. It may also bring diseases to the UK. Get your vet to check that your animal is in good health before you make travel arrangements. If you are in doubt about its health, don't let it travel. A leaflet on how to protect the welfare of your animal is available from the PETS Helpline and website (part 6).

While this fact sheet provides information about the Scheme, it cannot cover every possible situation. Ring the PETS Helpline if your questions are not answered by this fact sheet .Annex APETS checklist This list is to help you prepare your dog or cat for PETS. It is not exhaustive. See advice in Part 6 of the fact sheet.

Tick the boxes as you follow the steps.
Preparing your dog or cat

Step 1

My dog or cat has first been fitted with a microchip.
I have a microchip reader if the microchip does not meet an ISO Standard.
The microchip can be read.

Step 2

My animal has been vaccinated against rabies, after it was fitted with a microchip.
The microchip number has been entered correctly by the vet on the vaccination record card.

Step 3

I have a record from the vet of the date the blood sample was taken, showing the microchip number. The blood sample was taken after the vaccination.
My animal has had a successful blood test at a Defra recognized laboratory.
I have a copy of the successful blood test result showing my animal's microchip number.

Step 4

I have (if available) a fully and correctly completed official PETS certificate.
The certificate will be valid for entry to the UK on the date of arrival.
Step 5 (not necessary if your pet is entering quarantine on arrival in the UK)
A vet has given my animal the tick and tapeworm treatment within the required timescale.

I have (if available) a fully and correctly completed official certificate of tick and tapeworm treatment from a vet.

Traveling to the UK

I have arranged for my animal to travel on an approved PETS route to an airport in England where it will be checked.

I have arranged for my animal to travel in a sealed container.

If my animal is entering quarantine, I have obtained an import license from Defra before traveling.

On the day of travel, I have completed a declaration of residence for my animal (PETS 3).

Name: Animal Quarantine

WWW Link: <http://www.defra.gov.uk/animalh/quarantine>

Name: Animal Welfare

WWW Link: <http://www.defra.gov.uk/animalh/welfare>

Name: Department for the Environment, Food, and Rural Affairs

Address: PET Travel Scheme

Area 201, 1a Page Street

City: London, England SW1P -4PQ

Phone: +44 (0)870 241 1710

FAX: +44 (0)207 904 6834

E-Mail: pets.helpline@defra.gsi.gov.uk

WWW Link: <http://www.defra.gov.uk/animalh/quarantine/PETS>

Comments: A list of authorized laboratories and kennels in the local area. Any questions that you may have please contact the DEFRA. You may also contact the United States Army Veterinary Clinic at 011-44-1638-527097 for information.

The PETS helpline, which operates from 0900 until 1700 (UK time) Monday through Friday on 0870-241-1710

et Boarding/Kennels

For more information on this subject:

Department of the Environment , Fish and Rural Affairs (DEFRA)

<http://www.defra.gov.uk/>

Pet Boarding/Kennels

The quarantine regulations that have been in place here for seventy years say that all mammals coming into the UK must be quarantined for six months.

A recent adjustment to those laws now makes it possible for cats and dogs to be brought into the UK with little or no quarantine incarceration, if they have been prepared for entry according the strict rules of the new Pet Travel Scheme, known as PETS.

The PETS regulations can be found on the web site belonging to the UK's Department of the Environment, Fish and Rural Affairs (known as DEFRA). Visit it at www.defra.gov.uk

Name: Animal Quarantine

WWW Link: <http://www.defra.gov.uk/animalh/quarantine>

Veterinary Services

The U.S. Army Veterinary Clinic Provides routine immunizations, health certificates, routine examinations, fecal examinations, deworming, neutering surgery and treatment of minor illnesses. Most other surgery referred out. A variety of flea control and health care products are also available. Emergency treatment is not generally handled at the base clinic due to the limited facilities and personnel. If you have a true emergency, you should contact a local British veterinary surgeon. It is recommended you call first to ensure a veterinary surgeon is immediately available.

PET REGISTRATION

3AF Instruction 48-131 makes it mandatory to register every pet cat and dog at the vet clinic on RF Feltwell, whether you intend to use that facility for your pet's health care or not.

This applies to all military personnel, US civilian employees of the USAF, and their dependents, whether they live on base or off.

Call the vet clinic for more information on 226-7097 Monday through Thursday 0800-1500.

Name: US ARMY Veterinary Clinic

Address: Bldg 56

City: RAF Feltwell

Phone: 01638-527097

DSN Phone: 226-7097

Comments: Hours: M-F, 0800-1400

PCS Reporting Procedures

PCS REPORTING PROCEDURES

Upon arrival at RAF Mildenhall, you should report to your unit orderly room on the first duty day. Here you will complete your squadron in processing and be scheduled for all base in processing.

If you are arriving during non-duty hours, you should make sure that your sponsor is aware of your arrival date. Report to the Billeting Office (BLDG 459). Billeting will give you a billeting room if they are available. If no rooms are available, they will give you an off base listing of places to stay. Please have your sponsor ensure that you have billeting prior to departing your base. If you were married en-route please let your sponsor know and report to the billeting office upon arrival. Do not go into the dormitory even though they have a room for you.

See also "Installation" related subject "Must Know" at the beginning of this SITES database.

Name: INTRO Manager

Address: Military Personnel Flight - Bldg 436

City: RAF Mildenhall

Phone: 01638-545764

FAX: 01638-545545/3435

DSN Phone: 238-5764

DSN FAX: 238-5545/3435

Comments: Hours: 0730-1630 Mon-Fri After checking in to your respective commander support staff, you must make an appointment with the INTRO Manager, located in the Military Personnel Flight. To be scheduled for base in processing you should bring the following information and articles for your appointment:- UPRG- Endorsed copy of PCS orders- Duty phone number- Post office box number- Office symbol- Date + time arrived on station- Date departed last duty station (if last duty station was outside U.S., also required is start date of last tour)

Separation Procedures

Transition Services are available at the Family Support Center. This includes a four day workshop, separate classes on career planning and individual appointments to review resumes and receive benefits information.

Name: Transition Program

Address: Bldg 460

City: RAF Mildenhall

Phone: 01638-543406

FAX: 01638-543514

DSN Phone: 238-3406
DSN FAX: 238-3514
E-Mail: fsc@mildenhall.af.mil
Comments: Hours are 0730-1630, M-F.

Name: Outbound - MPF
Address: Bldg 436
City: RAF Mildenhall
Phone: 01638-545322
DSN Phone: 238-5322
Comments: Walk-in hours are 1100-1300, M-F.

Billeting

There are 40 temporary lodging facility (TLF) units at RAF Mildenhall. The TLFs are equipped for a family of four and include a modern kitchenette with microwave, cooking and eating utensils, color television (cable TV), VCR and a laundry room within the building.

The RAF Mildenhall Chapel sponsors monthly dinners for all in-processing personnel and families.

Name: Billeting Office (Lodging)

Address: Bldg 459

City: RAF Mildenhall

Phone: 01638-546001

FAX: 01638-543688

DSN Phone: 238-6001

DSN FAX: 238-3688

Comments: Reservations: Civ 01638-542655/2965 or DSN 238-

2655/2965 Hours: 24 hours, 7 Days a week. Check-in time is after 3:00 pm.

Personnel arriving earlier in the day, for the cost of one night's lodging, can start their reservation one day earlier and have their sponsor pick up the key the evening before arrival. (Sponsor must check into room before 6 pm.) This will eliminate waiting for a clean room, as late as 1500 hours, which is the scheduled check-in time. This WILL NOT be reimbursed by the government; however, your room will be ready immediately upon arrival. (Average costs are \$12 per adult for a room or \$35 for a family in the Temporary Living Facility (TLF).)

Unaccompanied PCS

See "Billeting" above.

Support Services

A range of support services can be found on base or in the local community. Please contact the Family Support Center (ask for Information and Referral) for help with finding a specific support group or service. Upon arrival you might want to find a computer to contact your family or friends that you have left behind. The following locations provided below provide computer/internet support upon your arrival.

Name: AMC Terminal

Address: Bldg 598

DSN Phone: 238-7430

Comments: Four computers available Restrictions: None Hours: Monday - Sunday - 0600-2230, Saturday 0530-2230 Cost of computer use: One British pound for 15 minutes

Name: Bob Hope Community Center

Address: Bldg 404

DSN Phone: 238-2579

Comments: 12 Computers available Restrictions: Must be 16 years of age and a valid ID card Holder Hours: Monday-Friday - 0730-2300 Saturday-Sunday - 1200-2300

Name: Family Support Center

Address: Bldg 460

DSN Phone: 238-3406

Comments: Two computers available Restrictions: Must be sixteen years of age and a valid ID card holder Hours: Monday-Friday - 0730-1630

Name: Mildenhall Library

Address: Bldg 425

DSN Phone: 238-2352

Comments: 20 Computers available Restrictions: Must be sixteen years of age and a valid ID holder. Hours: Monday, Tuesday, Wednesday, and Thursday - 1000-2100 Friday - 1000-1900 Saturday-Sunday - 1200-1800

Family Centers

"Family" means the whole Air Force "Family", we serve single and married members, retirees, civilians and their families at the Family Support Center. Check out the wide variety of services available to you during your tour at RAF Mildenhall. Call 01638-543406 for an appointment or more information on the following:

INFORMATION AND REFERRAL PROGRAM (I and R): If you have any general questions about services available to you that may not be covered by any of our other programs please contact the I and R Manager.

PERSONAL FINANCIAL MANAGEMENT PROGRAM (PFMP): For more details on this program and helpful financial tips for living in England see category "Survival Tips for First Termers", subcategory, "Money Matters".

The **AIR FORCE AID SOCIETY (AFAS)** is the official charity of the Air Force. AFAS assists the Air Force in taking care of its own in emergencies through interest-free loans or in some cases grants for basic needs. Types of assistance include: Emergency travel assistance, funeral expenses, rent, food, utilities, car repairs for an essential vehicle, and medical costs not covered by insurance. The Air Force Aid Society also funds community enhancement programs such as Give Parents a Break, Spouse Tuition Assistance (available overseas only), and volunteer childcare.

The **CAREER FOCUS PROGRAM** can help Air Force family members find employment. This program offers one-on-one assistance and workshops to help you learn the skills and techniques required for a successful job search. (See also - "Employment" related topic: "Employment resources")

FAMILY LIFE SKILLS is a proactive, practical approach to building and maintaining healthy relationships. This program provides assessments, referrals, short-term skills building counseling and education. A wide variety of classes are offered on a monthly basis including marriage/relationship classes, parenting classes, and personal skills development (anger management, assertiveness, self-esteem).

The **COMBAT CARE - FAMILY READINESS PROGRAM** offers a wide array of support services to military members and their families throughout the entire deployment process. A Pre-Deployment briefing is conducted on a monthly basis for military members and their spouses to help prepare for deployments (funding for childcare is available). Each attendee/family receives a Deployment Resource Guide for ongoing reference. Support Packets are available for families presenting TDY orders and contain valuable coupons, along with information on morale calls, child care, space-A travel and other deployment related services. Readiness classes are held on such topics as stress

management, parenting during deployments and the Reunion process. The Family Readiness Program also provides assistance and support services during times of crisis response and family evacuations. For more information contact the Program Manager or Readiness NCO.

TRANSITION ASSISTANCE is available for active duty members, civil service employees and their family members who are separating from military or civil service after their tour at RAF Mildenhall. One-on-one assistance, a computer resource room, a monthly transition workshop and other classes are offered to transitioning members and their families. With the help of the Transition Assistance Program, you can acquire the skills and knowledge needed to make a successful transition to another career or retirement.

The COMBAT INTRO/EXIT- RELOCATION ASSISTANCE PROGRAM is here to help your move to RAF Mildenhall be as smooth as possible. Right now check out the SITES package, the base video, your sponsor package and base brochure at your nearest Family Support Center. If you still have questions after reviewing this information and the package you receive from your sponsor, ask the Relocation staff at your nearest installation to contact us electronically with your specific questions. (See also, "Relocation Services" related subject: "Relocation Assistance".)

FAMILY SERVICES assists relocating families and single service members through its worldwide military base brochure/video library and household item loan closet. It also offers a layette gift package for all newborns of RAF Mildenhall members. Family Services gladly welcomes new volunteers. Looking for an interesting and rewarding experience? Become a volunteer! The Volunteer Resource Program functions as the military community's resource for base-wide volunteer activity.

Name: Family Support Center
Address: Bldg 460 (behind Billeting office)
City: RAF Mildenhall
Phone: 01638-543406
FAX: 01638-543514
DSN Phone: 238-3406
DSN FAX: 238-3514
E-Mail: fsc@mildenhall.af.mil
Comments: Hours: 0730 - 1630 Mon-Fri

Information & Referral

The Family Support Center specializes in answering your, who, what, where, when and why questions. If they are unable to give you the answers you are looking for they will be able to refer you to an on or off-base agency to further assist you in gaining the information you require. (See the Family Support Center for an e-mail or phone number)

Name: Community Relations Advisor

Address: Bldg 442

City: RAF Mildenhall

Phone: 01638-2254

DSN Phone: 238-2254

Comments: Hours: 0900-1700 The advisor can assist with any question regarding local schools, living in Britain and Pet Advisory.

Financial Preparedness Assistance

See "Family Center", a related subject under "Support Services" for more information on the Air Force Aid Society and Personal Financial Management Program.

Name: Air Force Aid Society (AFAS)
Address: Bldg 460, Family Support Center
City: RAF Mildenhall
Phone: 01638-543406
FAX: 01638-543514
DSN Phone: 238-3406
DSN FAX: 238-3514
E-Mail: fsc@mildenhall.af.mil

Comments: The Air Force Aid Society (AFAS) is the official charity of the Air Force. AFAS assists the Air Force in taking care of its own in emergencies through interest-free loans or in some cases grants for basic needs. Types of assistance include: Rent, food, funeral expenses, utilities, insurance, car repair for an essential vehicle and medical costs not covered by insurance.

Emergency Assistance

The RAF Mildenhall Red Cross office is accessible 24 hours a day, 7 days a week to assist in family communications and emergencies. Services such as verification of death or sudden illness, birth announcements, and health and welfare reports due to lack of communication over a long period of time are a few of their services.

The RAF Mildenhall Red Cross offers various volunteer programs and training in conjunction with the Lakenheath Red Cross due to geographical proximity. These programs include services to the hospital, dental clinics through the Dental Assistance Program, disaster services and youth activities. Health and safety courses are also available. Courses offered include babysitting, CPR, emergency response and basic first aid.

Name: American Red Cross

Address: Bldg 460 (behind the Billeting Office)

City: RAF Mildenhall

Phone: 01638-542107/3742

FAX: 01638-542113

DSN Phone: 238-21007/3742

DSN FAX: 238-2113

Comments: Available 24 hours a day, 7 days a week. Normal office hours are: 0800-1630 After normal duty hours, RAF Mildenhall handles all emergency traffic for the United Kingdom. Contact the RAF Mildenhall Command Post at DSN 238-2121 or Civ 01638-542121 after normal duty hours.

Family Advocacy

The Family Advocacy Program is a community resource that advocates for healthy families, serving military members and eligible beneficiaries. Family Advocacy supports Air Force readiness by providing crisis intervention, counseling, and educational services in an effort to prevent family violence. Family Advocacy has four components: Treatment, outreach, Exceptional Family Member Program (EFMP) and New Parents Support Program (NPSP). Treatment provides proactive programs, intervention and treatment services to families who have had an incident or may be prone to having an incident of family violence or neglect. Outreach builds community resources for the prevention of family violence and advertises prevention programs available in the community. The EFMP assists families with special medical or educational needs in obtaining required services. The NPSP provides education in classes, office visits, and home visits, before and after delivery, on pregnancy changes, infant growth and development, relationship issues and infant and baby care. Services are provided to active duty members and their families.

Name: Family Advocacy Program

Address: Hospital Annex

City: RAF Lakenheath

Phone: 01638-528070

DSN Phone: 226-8070

Comments: Hours: 0730-1700 Mon-Fri Services offered are assessment, treatment, referral, case management, domestic conflict containment, women's group, etc.

Single Member Services

The key to being a part of the RAF Mildenhall community is getting involved. Volunteer as a coach, join a church or synagogue group, sign up for educational courses, recreational program, or take part in a special interest group such as a health club.

Make a list of all the activities you participated in before your move: Bowling, bridge club, Big Brothers/Sisters, softball, etc...
Add some other activities you would like to try: Amateur theater, International Toastmasters, computer courses...

Then find out how to find these activities through such sources as the Family Support Center, the Recreation Center, the West Suffolk College-Adult Education Course Guide, or your units' bulletin board.

So what are you waiting for? Get involved today!

Support Groups

Name: Families of Special Needs Children

Address: Bldg 611/Early Intervention Bldg

City: RAF Lakenheath

Phone: 01638-528926

DSN Phone: 226-8926

Comments: Meets third Wednesday of each month; Special needs discussion and childcare provided on site

Name: Hearts Apart

Address: Family Support Center, Bldg 460

City: RAF Mildenhall

Phone: 01638-543406

FAX: 238-3406

DSN Phone: 01638-543514

DSN FAX: 238-3514

Comments: Support group for spouses while military members are deployed or on long TDYs.

Name: Alcohol Rehab Ctr

Address: Bldg 938

City: RAF Lakenheath

Phone: 01638-525110

DSN Phone: 226-5110

Comments: Hours: 0730-1630, Mon-Fri

Name: Alcoholics Anonymous

Address: Alcoholics Anonymous

City: RAF Mildenhall

Phone: 0171-352 3001

Comments: Hours: Wed & Sat at 1900

Name: Retiree Association

Address: RAF Mildenhall (AMC Terminal)

Phone: 011-44-1638-542039

FAX: 011-44-1638-542250

DSN Phone: 238-2039

DSN FAX: 238-2250

WWW Link: <http://www.ukretirees.org.uk>

Comments: Located in the AMC Base Terminal, normally open Mon-Fri from 1000 - 1400.

Morale, Welfare & Recreation

See below for RAF Mildenhall facilities.

Name: "Designer" Print Shop

Address: Bldg 438

City: RAF Mildenhall

Phone: 01638-544371

DSN Phone: 238-4371

Comments: Hours: 0900-1500 Mon-Fri Provides printing services such as color and B&W photocopies, business cards, certificates, invitations and custom designs.

Name: Auto Skills Center

Address: Bldg 240

City: RAF Mildenhall

Phone: 01638-542480

DSN Phone: 238-2480

Comments: Hours: 0800-2100 Mon-Fri, 0900-2000 Sat-Sun

Name: Bob Hop Community Center

Address: Bldg 404

City: RAF Mildenhall

Phone: 01638-542579

DSN Phone: 238-2579

Comments: Hours: Mon-Fri 0900-2300, Sat-Sun 1200-2300. The Bob Hope Community Center still provides a variety of off duty activities including pool, ping-pong, and video games. Programs are still being held in other facilities, as advertised on base and in the Marauder (base newspaper). They have worldwide fax & telephone service - pay and collect calls, and a Cyber Cafe with five computers. They also offers balloons and gifts for all occasions.

Name: Bowling Center

Address: Bldg 400

City: RAF Mildenhall

Phone: 01638-542098

DSN Phone: 238-2098

Comments: Hours: Mon-Sun 1000-2330 Has twelve lanes for open and league bowling, automatic Brunswick scoring, video games.

Name: Galaxy Club

Address: Bldg 437

City: RAF Mildenhall

Phone: 01638-542683

DSN Phone: 238-2683

Comments: Club hours are Sun-Thur 1100-2400, Fri-Sat 1100-0200 American Cafe - Dinner 1700-2100 New York Pizza and Deli Sun-Thur 1100-2100, Fri-Sat 1100-2300 Popo Loco's Sun-Thur 1100-2000, Fri-Sat 1100-2100 The new facility offers a ballroom, function room, lounge, slot machines, two person basketball court, video games, and several bar areas for your convenience.

Name: Golf Course

Address: Bldg 1320

City: RAF Lakenheath

Phone: 01638-522223

Comments: Hours: Summer Hours 0700- 1900 Winter Hours 0800-1600 Features a nine hole course, eighteen tee boxes, driving range, lessons, monthly tournament and a wide range of golf equipment and accessories.

Name: Library

Address: Bldg 425

City: RAF Mildenhall

Phone: 01638-542352

DSN Phone: 238-2352

Comments: Hours: Mon-Thur 1000-2100; Fri 1000-1900 Sat-Sun 1200-1800; Holidays 1200-1700 Multi-media library of 16,000 volumes covering adult and juvenile subjects. Facility includes two reading areas, a children's room, quiet study area, conference room and two computer rooms for library research and word processing. Internet is available.

Name: Officers' Club

Address: Bldg 464

City: RAF Mildenhall

Phone: 01638-542606

DSN Phone: 238-2606

Comments: Hours: Lunch 1100-1300 (Mon-Fri) Sunday Brunch 1000-1400 Dinner 1800-2100 Thur-Sat Tudor Lounge 1700-2100 Mon, Tues & Thurs. (Closes at 2200 on Wed)

Name: Outdoor Recreation

Address: Porta Cabin located next to the Community Center

City: RAF Mildenhall

Phone: 01638-544283/5982

DSN Phone: 238-4283/5982

Comments: Hours: M-F 0900-1700 Adventure, organized trips and outdoor fun. Activities include cycling, camping, golf, go karting, rock climbing and much more.

Name: Outdoor Recreation Supply

Address: Bldg 652 located next to Ford Park on secured side of base

City: RAF Mildenhall

Phone: 01638-542694/7151

DSN Phone: 238-2694/7151

Comments: M-F, 1000 - 1800 Sat 1000 - 1530 Rentals: Camping, sports, tools, lawn & garden, TVs, VCRs, camcorders, bouncy castles, group items (ie. canopies), trailers, carpet cleaners, and much more.

Name: Pizza Cove

Address: Bldg 437

City: RAF Mildenhall

Phone: 01638-542795

DSN Phone: 238-2795

Comments: Hours: Sun - Thur 1100 - 2200 Fri - Sat 1100 - 2400

Name: Skills Development Center

Address: Bldg 644 (Secured side)

City: RAF Mildenhall

Phone: 01638-542882

DSN Phone: 238-2822

Comments: Hours: Mon-Fri 1000-1800 Facilities include matting, framing, and engraving services for base personnel and their families.

Name: Sports & Fitness Center

Address: Bldg 463

City: RAF Mildenhall

Phone: 01638-542041/2349

DSN Phone: 238-2041/2349

Comments: Hours: Mon-Fri 0500-2400 Sat/Sun/Holiday 0930-2000 Services: Sauna, basketball court, weight room outfitted with free weights and universal gym set, racquetball, handball, and tennis courts, cycling machines, tread mill and other sports equipment, a wet sauna and two racquetball courts.

Name: Sports Store

Address: Bldg 442 (Same Bldg as Post Office)

City: RAF Mildenhall

Phone: 01638-542644

DSN Phone: 238-2644

Comments: Hours: Mon-Fri 1000-1730 Sat 1030-1630

Name: Travel Office - Leisure Travel Office - SATO

Address: Bldg 168

City: RAF Mildenhall

Phone: 01638-544708

DSN Phone: 238-4708

Comments: Hours: 0900-1700 Mon-Fri Make reservations on commercial airlines and ferries for personal travel as well as assisting with car hire and hotel bookings.

Name: Travel Office - Soham Travel

Address: Bldg 168

City: RAF Mildenhall

Phone: 01638-713977

Comments: Hours: 0900-1700 Mon-Fri Commercial travel agency offering a full range of travel services.

Name: Travel Office - Tickets and Tours (ITT)

Address: Bldg 168

City: RAF Mildenhall

Phone: 01638-544103

DSN Phone: 238-4103

Comments: Hours: 0800-1700 Mon-Fri, 0900-1200 Sat Offers full commercial travel services to include air fares, overseas travel, package tours, theater tickets, travel brochures and general information.

Chapel Services

See below for more information.

Name: Roman Catholic Mass

Address: Chapel, Bldg 474

City: RAF Mildenhall

Phone: 01638-542822

DSN Phone: 238-2822

Comments: Hours: Reconciliation/Confessions Sat 1645-1715 Mass: Sat 1730; Sun 1100, Holy Days 1200 & 1700 Please contact the Chapel staff for more information regarding the Catholic services.

Name: Protestant Services

Address: Chapel, Bldg 474

City: RAF Mildenhall

Phone: 01638-542822

DSN Phone: 238-2822

Comments: Hours: Sundays - Liturgical 0800 Traditional 0930 Gospel 1230 Please contact the Chapel staff for more information regarding the Protestant services.

Name: Jewish Services

Address: Chapel, Bldg 474

City: RAF Mildenhall

Phone: 01638-542822

DSN Phone: 238-2822

Comments: Hours: 1st, 3rd & 5th Fridays – 1800

Driving & Alcohol

Americans often wonder what it will be like to drive on the "other" side of the road. Fortunately there is some preparing you can do before your arrival. The Highway Code Book is available on line at

<http://www.roads.detr.gov.uk/roadsafety/hc/index.htm>

While advance preparation is beneficial, you will also receive an extensive briefing on driving in the UK as part of your in processing schedule. You will be expected to pass an on line test, but there is no need to worry. After the training and review of the code book, you will be thoroughly prepared for it!

Keep in mind that you must also have a valid state driver's license upon your arrival in order to obtain this Third Air Force Driver's License. If you do not have one before you arrive then you will have to obtain a British License, which is quite expensive.

Do not forget to remove any stateside base details from your vehicle and don't forget to bring your license plates with you, if you shipped your pov.

Legal Assistance

See below.

Name: Legal Assistance Office

Address: Bldg 428

City: RAF Mildenhall

Phone: 01638-542028

DSN Phone: 238-2028

Comments: Hours: 0800-1700, M-F Walk-in Legal Assistance: Tues and Thurs
0800-0900 Notaries are available Mon-Fri 0730-1630 Powers of Attorney are
available Mon-Fri 0730-1630, on a walk-in basis.

Child & Teen Services

Child care needs pose a real challenge for parents living in England. Child care centers are not as numerous here as they are in the United States. Therefore, locating child care can sometimes be a frustrating experience. To help parents meet their child care needs, a "Child Care Resource Guide" was developed and is available at the Child Development Center, Family Child Care Office and Family Support Center.

See also the major section "Local Community" related subject "Non-Profit Social Service Agencies" record listing sections, for information on free nursery schooling for 4 year olds and other services.

New Parent Program

The RAF Lakenheath 48th Medical Group (only 5 miles from RAF Mildenhall) offers a program for new parents called New Parent Support Program which includes home visits by Family Advocacy nurses. Their primary focus is for "new" parents regardless of rank. Education is provided before and after delivery on Pregnancy changes, infant growth and development, relationship issues and Infant and Baby Care. After the baby is born, home visits are performed to provide emotional support and education. (Program is totally voluntary and well received by all participants.) This program is also available for single parents. The Family Services Program provides special FREE gift layette sets (sweater and blanket set) for ALL newborns of RAF Mildenhall members. Bring proof of birth or the baby to Bldg. 460. To volunteer to knit or crochet or for more information call Civ 01638-542032 DSN 238-2032.

Name: New Parent Support Program

Address: RAF Lakenheath Hospital, Bldg 938, Rms 114-117

City: RAF Lakenheath

Phone: 01638-528070

DSN Phone: 226-8070

Childcare Program

Child Care Programs - on Installation

Mildenhall Child Development Center (CDC) - Military members can request a Child Care slot, and School Age program prior to their arrival to Mildenhall. The following documents are required and will be forwarded - 1 copy of the member's PCS orders assigning them to Mildenhall, and DD Form 2606 - Department of Defense Child Development Program Request for Care Record. Forward documents to the Mildenhall CDC at DSN - 238-4040 or commercial number 011-44-163854-4040.

Child Care for this program is for children ages 6 weeks to 5 years (pre Kindergarten), the waiting list is from 3 to 12 months.

School Age for this program is for children ages 5 years (kindergarten) - 12 years, the waiting list is from 1 to 6 months. Upon arrival at the CDC members will pay a fee of \$25.00 for being on the waiting list, the money will go towards the cost of the first week of child care.

Name: Child Development Center

Address: Bldg. 288

City: RAF Mildenhall

Phone: 01638-542042

FAX: (Civ only) 01638-712186

DSN Phone: 238-2042

Comments: Hours: 0630-1800 Mon-Fri Registration Fee: \$15 The Mildenhall Child Development Program provides weekly care for children ages six weeks to five years of age. Hourly care is available on a limited basis. Reservations can be made up to one week in advance by calling the Center. PCS families receive priority for hourly care 14 days in/outbound. All CDC rooms are staffed according to managed Air Force child care regulations. Their care givers are trained in early childhood education and in-service training is conducted to ensure that quality programming is maintained. Menus are approved by the base dietician and follow the USDA Child Care Food Preparation Standards. A new child development center has recently been completed. This increases the capacity from 64 children to over 200.

Name: Child Development Center

Address: Bldg 37

City: RAF Feltwell

Phone: 01638-527020

DSN Phone: 236-7020

Comments: Hours: 0645-1800, Mon-Fri Across from the base shoppette and barber shop.

Name: Child Development Center

Address: Bldg 659

City: RAF Lakenheath

Phone: 01638-523285

DSN Phone: 236-3953

Comments: Hours: 0645-1800 Mon-Fri Located across from the base theater and directly across from the Craft Center.

Name: Youth Center

Address: Bldg. 287

City: RAF Mildenhall

Phone: DSN 238-2990/2831 Civ 01638-542990/2831

Comments: Hours: 1500-2000 M-F, 1400-2000 Sat. Before & after school program is available, M-F 0630-0830/1515-1800. Call for information on special School-break and Summer-break camps. Lots of special programs are offered on an on-going basis to include gymnastics, karate, ballet, drill team, performing arts, tennis, and a very active sports program (basketball, soccer, in-line hockey, baseball, etc.). (Helium balloons are offered for sale, for special occasions.) Fees are on a sliding scale.

Name: Family Child Care Homes

Address: Bldg 436

City: RAF Mildenhall

Phone: 01638-544040

FAX: Civ Only - 01638-712186

DSN Phone: 238-4040

Comments: Family Child Care is the regular care of a child, for more than ten hours per week in the on-base home of another family. Persons who want to operate a Family Child Care home must meet certain Air Force requirements (to include licensing) before offering care to children. A cooperative program between the AF Family Child Care and British Social Services offers those in housing off base the opportunity to become a licensed Childminder. There can be no more than six children receiving care in the home (including the provider's children) under the age of eight, and only two of the children can be under two years of age. Parents are still responsible for evaluating the home before placing their child and should continuously monitor the care provided. To be eligible for care, children must be two weeks through 12 years of age. Parents must be active duty, retired military, employed civilians, or Department of Defense employees. Children are required to have current, updated immunizations, medical power of attorney and a Dependent Care form (in single/dual military). Hours of operation and fees charged are a matter of private negotiation between the provider and the parents. Parents are required to fill out a contract prior to beginning care. For more information, contact the Family Child Care Coordinator at the number listed above. Alternatively, the Lakenheath POC can be reached at Bldg 640, Civ 01638-523718 or DSN 236-3718.

Child Care Programs – Community

A child care resource pamphlet (for the local area) is available through the Child Development Center, Family Child Care Office, and Family Support Center. This resource guide includes on-base, family day care homes, childcare in the local community, and lots more.

The following numbers are for British agencies that can provide child care information.

Name: Suffolk County Council

Phone: Civ 01284-763141

Comments: Covers the areas of Mildenhall, Newmarket, Red Lodge, Bury St. Edmunds and surrounding areas.

Name: Norfolk County Council

Phone: Civ 01842-754484

Name: Cambridge County Council

Phone: Civ 01353-667911

Comments: Ely office, covering Ely, Littleport and area.

Things To Do

Things To Do - Clubs and Social

Most towns in the UK have their own public library or access via a mobile van. In addition to supplying the public with books, videos, cassettes and CD's they also keep extensive listings of local clubs on computer.

You don't have to be a member of a library to look at the lists; simply ask at the enquiries desk which is a feature of each library, being sure to take a notepad and pencil with you. Although the information you need on clubs can be printed out for you, the library does charge for the service, whereas you can scroll through the information and copy down as much as you like, for no cost at all.

JOINING THE LIBRARY

If you'd like to become a member, take two official documents that clearly show your name and address - utility bills, a rent book, a housing contract or the like - to the enquiries desk in your local library. It's as simple as that. There's no charge for joining. They'll also give you an information leaflet showing the service provided and hours of opening.

Name: Bury Christian Youth
Address: Pump Lane
City: Bury St Edmunds
Phone: 01284-701326

Name: Cambridge Arts Cinema
Address: 8 Market Passage
City: Cambridge
Phone: Civ 01223-504444

Name: Cambridge Sea Cadets
Address: Hallingway Riverside
City: Cambridge
Phone: 01223-353172

Name: Cambridgeshire Association of Youth Clubs
Address: Paston Riding Farm Freston
City: Paston, Cambridge
Phone: 01223-324040

Name: Community Education Office
Address: Jubilee Centre Recreation Way
City: Mildenhall
Phone: 01638-510413

Name: Ditton Fields Community House
Address: Walk in Centre, 74 Ditton Fields
City: Cambridge
Phone: 01223-566344

Name: Forest Heath Sea Cadets
Address: Recreation Way
City: Mildenhall
Phone: 01638-515904

Name: Haverhill Youth Centre
Address: New Community Centre, Camps Rd
City: Haverhill
Phone: 01440-706101

Name: MGM Cinema
Address: Hatter St
City: Bury St Edmunds
Phone: Civ 01284-754477

Name: Scout Association
Address: 195 Perne Rd
City: Cambridge
Phone: Civ 01223-248768

Name: Sea Cadets Corp 410
Address: Chalk Rd South
City: Bury St Edmunds
Phone: 01284-750352

Name: The Guide Association
Address: Ashley House Old Station Rd
City: Newmarket
Phone: Civ 01638-665482

Name: Theatre Royal Bury
City: Bury St Edmunds
Phone: Civ 01284-769505

Name: Warner Theatres
Address: The Grafton Centre East Rd
City: Cambridge
Phone: 01223-460442

Name: Wellington St Youth Club

Address: Foley House Wellington St
City: Newmarket
Phone: 01638-665682

Name: Youth Action Cambridge
Address: Sturton St
City: Cambridge
Phone: 01223-316105

Things To Do - Recreation and Sports

The library in each community has a computerized resource listing of children's programs many of which are free or low cost.

Numerous choices exist on the local economy, check the Yellow Pages for additional resources, under "Leisure Centers", "Sports Training", "Stables", "Sports Clubs and Associations", "Recreation", to name a few...

Name: Mildenhall Swimming Pool
Address: Recreation Way
City: Mildenhall
Phone: 01638-712515

Name: Newmarket Swimming Pool
Address: High St.
City: Newmarket
Phone: Civ 01638-661736

Name: Sports Centre
City: Bury St Edmunds
Phone: Civ 01284-753496

Name: Sports Centre
City: Sudbury
Phone: Civ 01787-373132

Schools

See major topic "Education" for information on DODDS, British public schools and private schools.

School Age Care

RAF MILDENHALL:

The Youth Center's "School Age Program" is located in Building 293 (AYA). It operates from 0630 until school bus pick-up times and again from around 1500 until 1800. All staff members are well-trained and offer a developmentally structured supervised program featuring 100 percent accountability at all times.

RAF LAKENHEATH:

The School Age Program is offered in the morning, before school starts, and in the afternoon, after school ends. The program also provides care during school breaks and in the summer, in the form of summer day camp. All activities are planned as an addition to the child's education, with an emphasis on enhancing social, academic and leisure time skills. Currently, the School Age Program is offered in the Lakenheath Elementary School and an associated program is conducted at Feltwell in conjunction with the Feltwell Child Development Program (CDP). Hours of operation are as follows: Regular School Hours, M-F 0630-0830 (includes breakfast), 1500-1730 (includes snack), school closures and vacations, M-F 0630-1730. For more information call Youth Activities at Civ 01638-523953.

Heath Club: Great Heath CP
St Johns Close
Mildenhall
Tel: 01638 713430 After School

Brandon After School Club
(Forest CP and Glade CP)
Forest CP School, Brandon
Tel: 01284 750987 After School Club

Ormiston Trust After School Club
The Family Centre
68 Mill Hill, Newmarket
Tel: 01638 560936 After School

All staff are First Aid and CPR certified and must complete an additional 20 hours of training per year to remain current in their field.

See also "Child Care Programs - On Installation/In Community."

Religious Programs

Various programs exist at the RAF Mildenhall Chapel. They include Jewish, Protestant and Catholic Sunday School programs, Confirmation classes, Protestant Youth of the Chapel (PYOC) for Jr/Sr High School students, a handbell ringers program and an AWANA Boys and Girls Club.
POC: DSN 238-2822 (0730-1630, M-F).

Special Events

The Youth Center offers special events throughout the year, they include: Easter Egg hunts, bike rodeo (Sept), talent shows, lots of trips, Halloween Party (lock-in), Valentine lock-in, End-of-School and Schools-in locking, and Christmas Party, Teen Bash, to name a few. Stop by the center to get the current schedule. See related subject, "Youth Centers".

Sponsorship & Support

The youth center offers a "Pen Pal" program for "in-coming" youth. Send your name, address, interests, age and other information about yourself to:

Attn: AYA Director 100 SVS/SVYY APO AE 09459
or e-mail: goodej@mildenhall.af.mil

Youth Employment

Currently RAFs Mildenhall and Lakenheath have a Summer Hire program that runs during the summer for 6 weeks. Family Members (students) must be at least 14 years old to participate.

The American Red Cross also sponsors a volunteer program for the summer months. The minimum age to take part in this program is 12.

Name: American Red Cross

Address: B460

City: RAF Mildenhall

Phone: 01638-542113

DSN Phone: 238-2113

Name: Civilian Personnel Office

Address: Bldg 435

City: RAF Mildenhall

Phone: 01638-543540

DSN Phone: 238-3540

Name: Volunteer Program

Address: Family Support Center, B460

City: RAF Mildenhall

Phone: 01638-543406

DSN Phone: 238-3406

Youth Centers

See below.

Name: Youth Activities

Address: Bldg 249

City: RAF Lakenheath

Phone: 01638-523953/2935

Comments: Hours: 1500-2000 Mon-Fri, 1300-2100 Sat

Name: Youth Center

Address: Bldg 293

City: RAF Mildenhall

Phone: 01638-542990/2831

DSN Phone: 238-2990/2831

Comments: Hours: 1500-2000 M-F, 1400-2100 Sat RAF Mildenhall's new Youth Center is Bldg. #293 located on the North side of the base. This exciting new facility offers many programs for youth ranging from 3-18 years of age. The Open Recreation program is for youth ages 9-18. The School Age Program is open Monday-Friday 0630-0815 and 1500-1800. This program offers a structured and fully supervised environment for youth ages 6-12 and offers all day care during school breaks. Payment is weekly and is based on total family income. An extensive Sports Program is offered for Youth ages 5-18, including: Baseball, Basketball, 5-a-side Indoor Soccer, 3-5 year old Start Smart, Wrestling, Volleyball, Flag Football, and In-Line Hockey. A Preschool program is offered on Mondays, Wednesdays, and Fridays from 0900-1130. The facility also offers a wide range of instructional classes, parties, trips, and special events to meet the needs of the youth in our community.

Teens Only

The Youth Center offers the following for teens: Teen Summer Bash, Commander for the Day program, special teen specific trips, RAF Mildenhall Youth Sports Day, shopping trips, all-night lock-ins, and more. Stop by the Center for the current schedule.

Survival Tips

Being in the Air Force presents many challenges for single and married members. It is not always easy to juggle military duties, personal and financial obligations, while attending to the needs and wants of immediate and extended family. Past experience has proven that the more planning and preparation you do, the better "life" goes. In keeping with this idea, we have included some "Survival Tips" to help you face the challenges and opportunities of the mobile military lifestyle you have chosen, in the next few sections.

ECONOMIC REALITIES - Life overseas can prove to be a financial hardship for some, due to limited employment and transportation, increased costs and being so far from home. It is important to plan, save and be aware that many resources you have come to expect in the U.S. are NOT available overseas.

They include unemployment compensation, and

FOOD STAMPS AND WIC PROGRAMS-Food Stamps and the WIC program are NOT available

Additionally, check out our classes (included in "Details" below):

Name: Relocation Assistance Program

Address: Family Support Center, Bldg 460 (behind Billeting)

City: RAF Mildenhall

Phone: 011-44-1638-543406

FAX: 011-44-1638-543514

DSN Phone: 238-3406

DSN FAX: 238-3514

Before You Move

Start saving now. Any PCS move is going to cost money. We estimate most families will need a minimum of \$2500 for expenses (initial rent and deposit, MOT, auto insurance, utility deposits (if required), and misc. expenses). Contact your sponsor asap, he/she will probably be able to answer a lot of the questions you are going to want to ask.

If you get married before you PCS, you MUST inform your losing unit commander and follow the procedures exactly as you are given them. The military WILL NOT PAY for travel and housing of your spouse if you do not follow proper procedures.

Contact the Family Support Center (or its equivalent) at your losing base, they have several programs available to help you make your move smoother. The Relocation Assistance Program (where you probably got this SITES package) also has a copy of our base brochure and video (for loan out), as well as, numerous other services they can tailor to your needs. The Personal Financial Management Program can help you look at your finances and plan for this move. The Career Focus Program can help spouses get a "headstart" on preparing a resume and/or SF171 for employment and also help with "Interviewing Techniques". Don't let the movers pack this vital information, bring it with you! Start a special folder or bag for all of the important papers and records you will carry with you and don't leave it in the house while the movers are there. Make reservations with the RAF Mildenhall Billeting office as soon as possible and confirm them just prior to the start of your travel. (See "Must Know" info and tips in the "Installation" portion of this SITES package.) Once you have a copy of your orders, you can have your sponsor or unit get you a post office box for forwarding your mail, before you leave.

Send out change of address letters (creditors, magazines, banks, insurance companies, family, etc.). Go through your address book, bills and financial papers from the past couple of months. Make out a list of company addresses, telephone and account numbers, etc. Put this in your "carry it with me" bag. Leave a forwarding address with the post office and your old unit.

Talk to the staff at your finance office. They can figure out how much travel pay you will receive, including dislocation and temporary allowances.

Talk with your TMO to get current info on overseas weight allowances, packing and shipping schedules and to have up to date info on items you cannot ship. They can also discuss the requirements to ship your POV and your pet.

Talk to the Housing Office about temporary lodging after you clear your current quarters and before you actually depart for your new duty station. You can also

submit an advanced application for base housing through the Housing Office and reduce your waiting time by 30 days.

Childcare waiting for children ages 6 weeks to 5 years (pre kindergarten), lists can be 3 to 12 months. Send an advance application for the waiting list through your base Child Development Center as soon as you get orders.

School Age for Child Development Center for children ages 5 years (kindergarten) - 12 years, waiting list is from 1 to 6 months. Send application for the waiting list through your base Child Development Center as soon as you get orders.

Get your children's school records or arrange for them to be sent to their new school.

Get family medical records (dental, too) that may be held by military or civilian doctors. You will need to "hand carry" all of your medical records with you. If you are renting an apartment or house off-base, arrange for an inspection after your household goods are removed. If the landlord is unable to refund your deposit before you leave, get a written agreement of any damage and the amount of deposit you can expect to be refunded. This can prevent problems later.

One final thought, let your family members and friends know if they are thinking about coming over for a visit once you and your family are settled, to start working on getting their passports/visas in advance.

Name: Career Focus Program

Address: Bldg 460

City: RAF Mildenhall

Phone: 011-44-1638-543406

DSN Phone: 238-3406

Name: Personal Financial Management Program

Address: Bldg 460

City: RAF Mildenhall

Phone: 011-44-1638-543406

DSN Phone: 238-3406

Name: Relocation Assistance Program

Address: Family Support Center, B460

City: RAF Mildenhall

Phone: 011-44-1638-543406

DSN Phone: 238-3406

After You Arrive

Your sponsor should meet you at the terminal and can transport you to your squadron orderly room and then the INTRO program for in processing. See "Must Know Items" under "Installation" heading for directions on how to get to RAF Mildenhall.

If you are staying in Billeting (on-base) your room number (4-digits) is your phone number.

You will be scheduled to attend Overseas Orientation, to become familiar with programs and services available to you and your family. (Held every other Tuesday.)

Attend the 3rd Air Force Driving Orientation class to obtain a 3rd AF driving permit. (Held every Friday-for more details see "Must Know" and "Regulations" related subjects under "Installation".)

If you need cooking utensils, linens, dishes, stroller, high chair, crib, etc., go to Family Services, located in the Family Support Center, Bldg. 460.

Go by the Housing Office annex (Bldg 440) (ext. 3438/3522) for assistance in finding off-base housing and to get on the base housing list. (Tip: The more "base" housing areas you select to live in, the better your chances of getting base housing sooner.)

Notify TMO Inbound (ext. 2927) of your arrival, so they can notify you when your "hold baggage" and household goods arrive.

Contact your loved ones (by letter or phone) to notify them that you have arrived at your new duty station. (Don't forget international calls can be expensive!) If you are going to make many international calls, consider checking into one of the "long distance" services that offer state-side calls for less than 30 cents a minute.

Check out the next dates for classes at the Family Support Center (FSC) by picking up an "Update" from the Post Office, Shoppette or the FSC, bldg 460, or calling ext. 3406.

Name: Relocation Assistance Program

Address: Bldg. 460

City: RAF Mildenhall

Phone: 01638-543406

FAX: 01638-543514

DSN Phone: 238-3406

DSN FAX: 238-3514

Comments: The Relocation Assistance staff offer a wide variety of classes to help you adjust and make the most of your tour, using transformers safely, about the cultural differences and "touring" the U.K. and the European continent, as well as, everything you wanted to know about being a military spouse. "Give Parents A Break" is a program funded by the Air Force Aid Society and provides 5 hour blocks of free childcare, a week, for PCSing parents to give them a break. Stop by or call for more information.

Reporting Procedures

Report to your Unit Orderly Room. After hours arrivals: Report to Billeting front desk or phone the command post to make contact with your unit for someone to escort you to the appropriate building at 238-2121.

Name: INTRO Program

Address: Bldg. 436

City: RAF Mildenhall

Phone: 01638-545295/2479

FAX: 01638-543177

DSN Phone: 238-5295/2479

DSN FAX: 238-3177

Travel Planning

Concurrent travel, meaning your family travels with you, is approved for RAF Mildenhall.

SATO (official travel) will make flight arrangements for you and any family members authorized on your orders.

Military Personnel Flight (MPF) will assist you in obtaining official passports for anyone authorized to travel with you (on your orders). If you can afford it, tourist passports are preferred by most for personal traveling overseas. You can always wait until after you arrive to get the tourist passports.

Keep receipts for any lodging or transportation so you can file them with your travel voucher.

Reservations should be made with Billeting as soon as possible, you or your sponsor can do this, but don't forget to confirm these reservations three days before your expected arrival.

Name: The Gateway Inn - RAF Mildenhall

Address: Unit 4905, Box 400

City: APO, AE 09459

Phone: In UK 01638-54-6001; International 44-1638-54-6001

Comments: E-mail: lodgemhz@mildenhall.af.mil

Vehicle Ownership

Any motorized vehicle being imported into the United Kingdom, including motorcycles shipped in household goods, are considered to be concession (tax free) vehicles. Concession vehicles are any vehicles imported or purchased free of VAT (value added tax, car tax, and duty/excise tax).

Only military members and DOD civilian components are authorized to own a concession vehicle and there's a limit on how many concession vehicles a person may own. Individuals on an accompanied tour may own two concession vehicles. (The government will only pay to ship one vehicle.)

You must complete four copies of Customs and Excise Form 941 at Pass and Registration before your vehicle will be cleared into the United Kingdom by Her Majesty's Customs and Excise.

Vehicles imported into the country must be registered with the British authorities at Pass and Registration within three working days after picking up the vehicle from port. You must have a stateside license plate attached to the vehicle when picking it up at the port. (Don't forget to handcarry your front and rear license plates with you) all cars in Britain have front and rear plates. Upon arrival of your POV your plates will be put back on your car until the British license plates can be made.

Vehicles three years or older must have a Ministry of Transport (MOT) certificate. A new requirement for vehicles less than three years old is the Single Vehicle Approval (SVA). The MOT and SVA are similar safety inspections. However, the MOT is an annual requirement for all vehicles over three years old being operated in the United Kingdom; and the SVA is a one time requirement on concession vehicles imported into the United Kingdom less than three years old.

(See your Sponsor Packet for more details on MOT requirements.)

Whenever conducting or participating in a transaction involving a concession vehicle, call Pass and Registration.

Name: Pass and Registration
Address: Bldg. 440, ground floor
City: RAF Mildenhall
Phone: 01638-542876
DSN Phone: 238-2876

Housing & Billeting

Getting settled and finding a place to live will be the highest priority once you've arrived. There are several agencies at RAF's Mildenhall and Lakenheath to make settling in a lot easier and help you find just the right place to live.

The Area Family Housing Office serves military and U.S. civilian personnel assigned to Mildenhall and Lakenheath. It's located in Bldg 965, RAF Lakenheath, and can be reached by calling DSN 236-1840 or Civ 01638-521840. A Mildenhall annex office is located in Bldg 440 (across the street from the Post Office) and can be reached at DSN 238-3522/3438 or Civ 01638-543522/3438. Once PCS orders are received you may submit an advanced housing application to RAF Lakenheath through your closing base. (Fax: DSN 236-2723 Civ 011-44-01638-522723) The housing office at Lakenheath will process the application within 24 hours of receipt and return a copy of the DD Form 1747 advising you of your waiting list status. Be sure you retain the carbon copy of the advanced application, since it may be needed to show proof an application was submitted. There are 2,468 military family housing units and 15 different locations available for assignment to military with command-sponsored dependents. Civilian employees are not authorized base housing.

DORMITORIES:

There are eight dormitories on RAF Mildenhall with a total of 694 rooms. Wing officials are working toward single occupancy in all dormitories, but currently only some are set up, and all others have been renovated to the room-bath-room configuration.

Current policy for single people to receive basic allowance for quarters and live off base is: E-6s and above are automatically given the entitlement, and E-5s and career E4s have the option to put themselves on a waiting list to receive the entitlement and permission to live off base.

OFF-BASE HOUSING

All military and DOD civilian personnel must process through the housing office and attend a housing briefing prior to making any commitment to rent or buy economy housing.

When a house is found, contracts are completed and returned to the housing office for review. Upon moving in, the housing office completes all paperwork necessary to start your OHA and utilities allowance. Private rental housing is limited in the vicinity of RAFs Mildenhall and Lakenheath.

LOANER APPLIANCES (and temporary loaner furniture)

Due to limited space and voltage/cycle differences, it is NOT recommended that you ship your major appliances. RAF Feltwell Housing Supply Office, Bldg 49, DSN 226-7029/7030, will provide you a washer/dryer, refrigerator, stove, two transformers and one wardrobe for the duration of your tour. Due to delays in most household goods shipments, temporary loaner furniture is provided until your household goods arrive, it consists of dining table and chairs, sofa/easy chair, coffee/end tables, beds, and dressers. Family Services offers temporary loan of linen (sheets/pillow case/covers) {No Pillows}, dishes, cutlery, pots/pans, irons and ironing boards, small electrical appliances, cribs, highchairs, strollers, and car seat. So plan your "unaccompanied" shipment accordingly. (See also major topic "Housing".)

Money Matters

Relocation is expensive. The average military member loses \$2 for every \$3 they spend due to poor planning!!! Be prepared. Develop a financial plan for your next move. For assistance contact the Personal Financial Management Program Manager, at your losing Family Support Center.

If you are an E-4 or below you will attend a mandatory financial briefing shortly after your arrival. This class covers dealing in local currency, special local bills and payments, maintaining a budget, savings programs, and money management. Spouses are also welcome to attend.

Banking long distance is fraught with potential disasters. Setting up a new banking account locally is recommended. There is a bank and credit union on base. You could use your old bank for savings or investment accounts, but you should maintain your household budget locally so you can take care of any problems with pay, bills, account status, etc. by sitting down and talking to someone who can help solve your problems.

Before you move, make a general review of your entire financial situation and project your future expenses so you can prepare for all anticipated contingencies. If you are married, your spouse needs to be included in this preparation. If you'd like help, contact your Family Support Center's Personal Financial Program Manager.

Moving to the UK can require a cash reserve of as much as \$5000, to insure all associated relocation expenses after your arrival can be met. First:

- Prepare a family balance sheet. List your assets and liabilities

Assets: Cash in checking and savings

Cash value of life insurance policy

Market Value (MV) of stocks, bonds and mutual funds

MV of home, cars, boat, furniture, etc.

Liabilities:

Loans on home, autos, furniture, etc.

Credit Card Balances

Taxes owed

Subtract your liabilities from your assets to get your Net Worth.

This list can be used for accountability of household items when movers arrive, ie. furniture, household goods.

Develop a comprehensive projected budget, until you move, that establishes living expenses; enabling you to cut down expenses and make monetary adjustments until you leave.

Many of today's families rely on two incomes to make ends meet. If a second income is needed, visit the Career Focus Manager at the Family Support Center for help in your job search. (Do Not count on having a job immediately upon

arrival. Most jobs are low paying and there are many applications for each vacancy.)

Also see "Financial Preparedness" related subject under major topic "Relocation Services"; "Family Center" related subject under major topic "Support Services"; and "Must Know" related subject of "Installation".

Name: Personal Financial Management Program (PFMP)

Address: Bldg 460 (Family Support Center)

City: RAF Mildenhall

Phone: 01638-543406

FAX: 01638-543514

DSN Phone: 238-3406

DSN FAX: 238-3514

Comments: The PFMP offers information, education, and personal financial counseling to help every family and/or military member meet their financial obligations and goals. Counseling is available, by appointment, to assist with budgeting, checkbook maintenance, and credit management. This program offers long-term solutions to financial problems.

Contact Information

Airport Shuttle Bus	Building 598	DSN: 238 - 2929
AMC Passenger Terminal	Building 598	DSN: 238 - 2248
American Red Cross	Building 460	DSN: 238 - 2107
Command Post		DSN: 238 - 2121
Base Chapel	Building 472	DSN: 238 - 2822
Base Intro	Building 436	DSN: 238 - 5764
Bob Hope Community Center	Building 404	DSN: 238 - 2579
Child Development Center	Building 288	DSN: 238 - 2042
Civilian Personnel Office	Building 435	DSN: 238 - 3540
Community Bank	Building 436	DSN: 238 - 2850
Community Relations Advisor	Building 562	DSN: 238 - 2254
Dental Clinic	Building 446	DSN: 238 - 2273
DoDDS Employment Office		DSN: 226 - 7235
Family Support Center	Building 460	DSN: 238 - 3406
Feltwell Elementary		DSN: 226 - 7003
Finance	Building 441	DSN: 238 - 5577
Hospital Emergency Room	Building 922 (Lak)	DSN: 226 - 4226
Hourly Childcare	Building 612 (Iak)	DSN: 226 - 5538
Housing Office	Building 440	DSN: 238 - 3055
Lakenheath Elementary		DSN: 226 - 3721
Lakenheath High School		DSN: 226 - 3115
Lakenheath Middle School		DSN: 226 - 7006
Legal Office	Building 428	DSN: 238 - 2028
Lodging	Building 459	DSN: 238 - 3093
MPF Customer Service	Building 436	DSN: 238 - 2479
Pet Advisor		01842 - 860342
Post Office	Building 442	DSN: 238 - 5157
Traffic Management Office (TMO)	Building 426	DSN: 238 - 2531
Tricare	Building 922 (Lak)	DSN: 222 - 8688
Veterinary Clinic		DSN: 226 - 7097

Photo Gallery

Dorms



Temporary Lodging



Base Lodging Office



Base Housing



Post Office



Base Library



Fitness Center Cardio Room



Fitness Center Weight Room



Tennis Courts



Sports Field



Commissary



Commissary Internal Photos



Shoppette



BXtra



Bookstore



Galaxy Club



Child Development Center



AYA





Airmen's Brickhouse



Bowling Alley



Skate Park

